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Human Resource Competency Analysis At the Office of the Archives UPT Hasanuddin University

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ABSTRACT
This study aims to analyze human resource competencies and factors that hinder human resource competencies at the Hasanuddin University Archives UPT office. The research method used was descriptive qualitative, with data collection techniques including observation lists and literature studies. The results showed that human resource competency at the Hasanuddin University Archives Office, with the knowledge indicator already implemented, was obtained through employee training, such as basic archives management, dynamic archives management, and technical guidance on archives supervision. This has had a positive impact, as after participating in the training, employees presented their learning outcomes. The skills indicator has been implemented, where employees have acquired the technical skills to manage dynamic and static archives, organize, shrink, and present information quickly and accurately according to their assigned areas of expertise. Attitude/behavior indicators have been implemented, where in difficult situations, decisions are made by finding the root cause, mediating by listening to both parties and providing solutions, adhering to shared interests and organizational goals and adhering to regulations even when they disagree with their thinking, expressing disagreement (discussion) and accepting the final decision, even if it doesn't align with their feelings. Factors inhibiting human resource competency at the Hasanuddin University Archives Unit (UPT Kearsipan) are indicated by a lack of adaptation, where employees have difficulty, are slow, or are unable to adapt their skills, knowledge, and behavior to changes in the environment, technology, or new work methods. Technology indicators indicate a lack of technology, and some employees have not yet maximized their use of technology. Inhibiting factors originate from within the employees themselves (psychological, attitudinal, and individual abilities).

A. INTRODUCTION

Human resources (HR) are an important element to achieve organizational goals in higher education institutions, the quality of human resources not only affects the smooth academic process but also provides support to efficient administrative managers, archive management, which is a vital aspect of administration, requires staff who have the ability to comply with standards so that the institution's information can be organized neatly, safely, and accountably.

However, the reality in the field shows that the human resource skills at the Archives UPT office of Hasunuddin University are not fully efficient, some employees still lack an in-depth understanding of the procedures in managing archives that are

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dynamic and static, the process of shrinking archives, to the implementation of an electronic-based archive system, besides that training and development of human resources skills are still limited so that it affects the ability of employees to adapt to advances in information technology in the field of archives.

The Kersipan Terknis Implementation Unit (UPT) at Hasanuddin University has a very important function in storing, processing and maintaining the university's vital documents Archives is not just a collection of documents but also a source of valid evidence information for the accountability and representation of the Institution's History because the staff of the Archives Unit are required to have understanding, expertise and professional skills in managing archives in accordance with Law Number 43 of 2009 concerning Archives and standards set by the National Archives of the Republic of Indonesia (ANRI 2009).

Changes in the digital era have also resulted in a major transformation in archive management, the process of digitizing archives, the use of e-archive applications, data protection, and the provision of information quickly become an urgent need, this situation requires human resources at the Unhas Archives UPT office to not only master the technical aspects in archives but also have management skills, information technology, communication, and public services. (ANRI, 2009).

Another study in Palembang City (2024) analyzed the role of human resources in improving the services of the Archives and Library Service, finding that human resources who are placed according to their expertise and empowered contribute to service professionalism. Rusmala (Dewi & Wiwin Agustian, 2024). Although the focus is on archival and library services, the findings show that human resource management is a key factor.furthermore, research at the Pacitan Regency Population and Civil Registration Office in 2023 found that the readiness of human resources in the management of administrative service archives still needs to be improved. (Iin Purwaningsih, Purwanto Putra & Aulia Nurdiansyah., 2023). These results confirm that the condition of human resource competencies in the archival unit still faces challenges, both from the technical side and individual characteristics.

Taking into account this situation, this research was carried out to analyze the competence of human resources (HR) at the Unhas Archives UPT office which includes elements of knowledge, skills and work attitudes. The purpose of this study is also to identify factors that support or hinder the ability of employees and provide strategic recommendations to improve the quality of human resources in the field of archives.

In this way, the results of this research are expected to be a reference for the Archives Unit of Hasanuddin University in improving professionalism, the effectiveness of archive services, and supporting the creators of good administrative governance in the university environment.

B. METHODS

Qualitative descriptive research is used to numerically describe the level of competence (knowledge, skills, attitudes) of employees at the UNHAS Archives UPT. Qualitative associative research aims to determine the relationship or influence of human resource competencies on service results (e.g. service speed or user satisfaction) at the UNHAS Archives UPT. Qualitative research (case study) is used to explore how employee competencies are formed and institutionalized in the UNHAS Archives UPT. In the research entitled "Human resource competency analysis at the UNHAS Archives UPT office" includes the inhibiting factors. Data collection is carried out through observation,

interviews and documentation. The data analysis used is data reduction, data display and conclusion and verification.

C. RESULTS AND DISCUSSION

RESULT

1. Human Resources Competence at the Archives UPT Office of Hasanuddin University

From the above presentation and observation, it was found that Human Resources competence is a combination of knowledge, skills, attitudes, and behaviors that individuals have to carry out job duties and responsibilities effectively, productively, and according to organizational needs, including technical skills (hard skills) and non-technical skills (soft skills) such as communication, leadership, and adaptability, which are important bases for employee performance and the achievement of goals at the Archives Unit of Hasanuddin University.

a. Knowledge

Human resource competence at the Archives UPT Hasanuddin University with knowledge indicators has been implemented where knowledge is obtained by participating in trainings for employees such as basic archive management, dynamic archive management and technical guidance for archive supervision and has had a good impact because after participating in the training employees explain the results of their training and can be assessed the extent achieved from the training that has been followed.

b. Skills

Human resource competence at the Archives UPT Hasanuddin University with skill indicators has been implemented where employees have technical skills in managing dynamic and static archives, structuring, shrinking, and presenting information quickly and accurately in accordance with the field of expertise of the employed employee. An archivist is required to master information technology, have high accuracy, think analytically, and understand archive management to maintain the security and confidentiality of documents in state institutions and organizations.

c. Attitudes/Behaviors

The competence of human resources at the Archives UPT Hasanuddin University with attitude/behavior indicators has been carried out where in difficult situations and decision-making is carried out by looking for the root of the problem, mediating by listening to both parties regarding the problem that occurs and providing solutions, based on common interests with organizational goals and continuing to carry out according to the rules even though it is not in accordance with thoughts, conveying disapproval (discussion) will still receive the final decision, even if it is not in accordance with the heart. Commitment and professionalism of employees in completing tasks on time and meeting targets by not procrastinating work, choosing which work is more important and urgent and the work is prioritized to complete it and continue to communicate and provide primary services.

2. Factors that Hinder Human Resource Competence at the Archives UPT Office of Hasanuddin University.

From the above presentation and observation, it was found that the factors that hinder the competence of human resources at the Archives Unit of Hasanuddin University are as follows.

a. Lack of adaptation where employees find it difficult, slow, or unable to adapt their skills, knowledge, and behavior to changes in the environment, technology, or new work methods. This reflects a gap between the demands of new skills (e.g. digitalization) and the current capacity.
b. Technology where technology is still lacking and there are still some employees who have not maximized the use of technology.
c. Internal employees come from within the employee himself (psychological, attitude, and individual abilities). These factors are often more difficult to overcome than external factors because they are related to mindset and motivation.

DISCUSSION

1. Human Resources Competence at the Archives UPT Office of Hasanuddin University.

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D. CONCLUSION

Based on research on the competence of human resources at the Archives UPT of Hasanuddin University, it was found that the competence was not optimal where.

Human resource competence at the Archives UPT Hasanuddin University with knowledge indicators has been implemented where knowledge is obtained by participating in trainings for employees such as the management of archives basics, dynamic archive management and technical guidance on archive supervision. Skills have been implemented where employees already have technical skills in managing dynamic and static archives, structuring, shrinking, and presenting information quickly and accurately in accordance with the field of expertise of the employed employee. Attitudes/behaviors have been implemented where in difficult situations and decision-making is carried out by looking for the root of the problem, mediating by listening to both parties regarding the problem that occurs and providing solutions, based on common interests with organizational goals and continues to run according to the rules.

Factors that hinder the competence of human resources at the Archives Unit of Hasanuddin University with indicators of lack of adaptation where conditions where employees are difficult, slow, or unable to adjust their skills, knowledge, and behavior to changes in the environment, technology, or new work methods. Technology where technology is still lacking and there are still some employees who have not utilized technology optimally. Inhibiting factors come from within the employees themselves (psychological, attitude, and individual abilities). These factors are often more difficult to overcome than external factors because they are related to mindset and motivation.

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