

Enhancing Learning Quality: Analysis of HR Management and Digital Media Utilization at TKIT Anak Sholeh Al Mubarak Pallangga Gowa

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Article Info	Abstract
Article History: Received: November 2024 Revised: Desember 2024 Accepted: January 2025 Keywords: HR Management, Digital Media, Learning Quality	This research aims to explore how the management of human resources and the utilization of technological media contribute to enhancing the quality of learning at TKIT Anak Sholeh Al Mubarak in Pallangga, Gowa. The research employs a descriptive qualitative approach, using qualitative data derived from observation, interviews, and documentation. The findings indicate that human resource management plays a crucial role in improving learning quality, particularly the vital function of educators (teachers) as facilitators in student success. Teachers are central to shaping the educational environment and fostering an atmosphere conducive to effective learning. Therefore, the availability and proper use of supporting facilities and infrastructure are essential in enhancing the overall educational process and ensuring the quality of learning. Furthermore, the integration of digital media has proven to be an effective tool for boosting the quality of learning for TKIT Al Mubarak students. The use of digital technology allows children to engage with educational content in a more interactive and enjoyable way. Digital media helps children learn about their surroundings and various concepts in an engaging manner, using diverse and dynamic programs that hold their attention. By incorporating these technologies into the classroom, students experience less boredom and greater enthusiasm for learning, leading to better educational outcomes. This study highlights the importance of both human resource management and technological integration in shaping a high-quality learning environment.

1. Introduction

Human resources (HR) involve the utilization, development, assessment, reward, and management of individuals within an organization or group of workers. Educational input refers to all resources that must be available for the educational process to occur. The educational process involves transforming something into something else by integrating school inputs to create a learning environment that is enjoyable, motivating, and engaging for students. Educational output refers to school performance, which can be measured in terms of quality, productivity, efficiency, innovation, and work ethics. In a broader sense, the quality of education means the extent of the educational process and outcomes as determined by specific criteria and approaches. Improving the quality of teacher HR through science and technology will

enhance the quality of Indonesian teachers. Utilizing technology in the era of globalization, especially as a learning medium for developing learning resources, ensures that face-to-face learning in the new normal era is more meaningful for students, according to Henry Simamor (2018).

The development of information and communication technology (ICT) has a significant impact on all aspects of life, including education. Education must adapt to these developments to improve teacher HR quality. As technology advances, teachers are no longer limited to conventional teaching methods but are expected to utilize ICT to support more effective learning processes. According to the Government Regulation of the Republic of Indonesia Number 74 of 2008, teachers must integrate ICT into the learning process. This regulation encourages teachers to use ICT, which offers numerous advantages,

such as enabling students to access information more efficiently and effectively (Fanny, 2020:68). ICT makes learning more engaging and interactive, fostering better student-teacher interaction and increasing student motivation and interest in learning.

ICT significantly impacts education, especially in face-to-face learning during the new normal. The new normal era, characterized by rapid lifestyle changes, requires an upgrade in Indonesia's education system and curriculum (Rahman and Bhakti, 2020:38). One of the educational changes in the new normal is the use of ICT, such as computers and smartphones (Suprijono et al., 2020). ICT helps teachers present abstract learning materials more concretely, making it easier for students to understand various phenomena. As a result, teachers are encouraged to move beyond traditional textbooks and adapt lessons according to students' characteristics, keeping pace with technological advancements to optimize teaching effectiveness.

To improve teacher HR quality, teachers should incorporate ICT into their teaching methods. ICT facilitates engaging and interactive learning, thus enhancing students' cognitive and psychomotor outcomes. This technological integration, particularly in the new normal era, helps address challenges in education by facilitating more efficient learning and teaching processes. With the rapid development of ICT, education systems have adapted to digital technology, providing a wealth of innovative learning opportunities for both teachers and students. As such, ICT plays a vital role in enhancing the quality of education and learning experiences.

Given this context, the researcher is interested in investigating how ICT utilization in the digital era contributes to improving teacher performance. Without examining this, the public may overlook the importance of digital information technology as a rapid and efficient means of spreading information. Thus, the researcher aims to conduct a study titled "ANALYSIS OF HUMAN RESOURCE

MANAGEMENT AND THE UTILIZATION OF DIGITAL MEDIA IN Improving Learning Quality At Tkit Anak Sholeh Almubarak Pallangga Gowa Educational Institution."

2. Review Library

2.1 Manajemen Sumber Daya Manusia (HRM)

HRM is crucial for managing people effectively in an organization. Several definitions highlight the importance of HRM in improving organizational performance by ensuring that human resources are well-managed through processes like recruitment, training, and performance management.

- **Key Concepts:**

- HRM focuses on policies, practices, and systems that influence employee behavior, attitudes, and performance (Raymond A. Neo).
- It includes functions such as recruitment, compensation, and employee relations (Gary Dessler).
- It's a system to manage human talent to achieve organizational goals effectively and efficiently (Robert L. Mathis).

- **Functions of HRM:**

- **Managerial Functions:** Planning, organizing, directing, and controlling.
- **Operational Functions:** Recruitment, development, compensation, integration, maintenance, and separation.

- **Indicators of Effective HRM:**

- Job tasks, quality, quantity of work, timeliness, and cost-effectiveness.

2.2 Media Digital (Digital Media)

Digital media is transforming communication by enabling people to connect across distances and access information quickly. It includes technological advances such as the internet, which has also significantly impacted education.

- **Digital Media in Education:**

- Digital tools and resources enhance teaching and learning, making education more accessible and engaging.

- Teachers must master digital teaching tools to effectively communicate with students and keep them engaged.
- Students today are more tech-savvy and responsive to digital learning approaches.

2.3 Mutu Pembelajaran (Learning Quality)

Quality in education is often defined by the ability of a school or educational system to meet the needs and expectations of students, parents, and the broader society. This encompasses all aspects of the educational process, from curriculum design to teaching methods and student outcomes.

- **Factors Influencing Learning Quality:**

- **Curriculum:** Defines the goals and content of education.
- **Teaching Process:** Interaction between teacher and students, the learning environment, and how effectively knowledge is conveyed.
- **Use of Resources:** Proper utilization of facilities and learning materials.

- **Indicators of Improvement in Learning Quality:**

- Infrastructure, teaching methods, and educator capabilities are central to improving education quality.
- The interaction between teachers and students is key to creating an effective learning environment.

3. Method Study

3.1 Type of Research

This research is a non-experimental (descriptive) study with a qualitative design and phenomenological approach. It aims to deeply explore the management of human resources in the context of improving educational quality at TKIT Anak Sholeh Al Mubarak, Pallangga, Gowa. The research also adopts a qualitative approach to analyze the use of digital media in education. Interviews and observations are used as primary data collection methods, where the researcher functions as the main instrument. According to Sugiyono (2005), qualitative research

provides in-depth, meaningful data, emphasizing understanding over generalization.

3.2 Focus of the Research

The focus of this study is to limit the scope of the qualitative research and define what data is relevant and what is not (Moleong, 2010). The research will concentrate on "Analysis of Human Resource Management and the Utilization of Digital Media in Improving Learning Quality at TKIT Anak Sholeh Al Mubarak, Pallangga, Gowa."

3.3 Research Location and Duration

The research will be conducted at TKIT Anak Sholeh Al Mubarak, Pallangga, Gowa, located at Jl. Manyampa 1, Bontoala, Kec. Pallangga, Kabupaten Gowa, Sulawesi Selatan 92111. The research will take place over two months, from March to April 2024.

3.4 Data Types and Sources

Primary Data: Primary data is collected directly from key informants, such as administrators and teachers, through observations and interviews. This data will provide firsthand insights into the research problem.

Secondary Data: Secondary data is obtained from documents and archives relevant to the research. According to Sugiyono (2008), secondary data is collected indirectly from sources like institutional records. Data collection techniques for qualitative research, including observation, interviews, and documentation, are critical for ensuring research quality.

3.5 Research Informants

Informants in this study will include teachers from TKIT Anak Sholeh Al Mubarak, Pallangga, Gowa. The sample will consist of the headmaster and several teachers from the institution.

3.6 Data Collection Techniques

The study will use triangulation,

combining three data collection techniques: observation, interviews, and documentation.

1. **Observation:** Observation involves direct interaction with the research site, allowing the researcher to gather real-time data and insights into the learning environment and the use of digital media in education.
2. **Interviews:** The study will utilize structured interviews with pre-determined questions designed to gather specific information. These interviews will be conducted with the headmaster and teachers to gain deeper insights into human resource management and digital media utilization.
3. **Documentation:** Documentation involves collecting official or personal documents that provide supplementary information. This may include records, images, and other relevant materials that provide context to the research questions.

3.7 Data Analysis Method

1. **Data Collection:** The initial stage involves gathering data through interviews and observations at the research site.
2. **Data Reduction:** This phase involves summarizing, describing, and selecting relevant data based on the research focus, specifically regarding the use of digital media to improve learning quality at the institution.
3. **Data Presentation:** Data will be presented using an interpretive method. The research will present data related to the research questions, connecting findings with relevant theories to answer the identified problems.
4. **Conclusion Drawing:** Conclusions will be drawn gradually as data is collected. Initial conclusions will be based on preliminary data, followed by further verification and refinement of findings as more data becomes available. The final conclusion will be based on a comprehensive analysis of all collected data.

4 Research Results and Discussion

4.1 Research Results and Discussion

a. Human Resource Management in Improving Learning Quality at TKIT Anak Sholeh Almubarak Pallangga Gowa Educational Institution

Human resource management fundamentally involves optimizing human contributions, abilities, and potential to achieve goals in improving learning quality. Human resources, in this case, are teachers who play a significant role in achieving educational goals and the quality of the school. Based on interviews conducted by the researcher, the following outlines how human resource management plays a role in improving learning quality at TKIT Anak Sholeh Almubarak Pallangga Gowa.

b. Human Resource Management

The implementation of management essentially lies in human resource management (HRM), which is a branch of management science that focuses on organizing the roles of human resources in the activities of an organization. Based on interviews with informants about Human Resource Management with the work task indicator (X1) at TKIT Anak Sholeh Almubarak Pallangga Gowa, conducted with Mrs. Hardiyanti S.Hum, a teacher at the school, the following responses were obtained:

Question 1: Is the salary and compensation policy at the school transparent and fair?
"It is transparent because we receive salary slips, and it aligns with the employment contract which has been agreed upon from the start."

Question 2: Is information regarding school policies, procedures, or changes communicated clearly and openly by HR management?

"Yes, it is clear and transparent. Every week, if there are new regulations, there will be a meeting attended by all the teachers, along with the foundation."

Question 3: Is HR management responsive to the needs or issues raised by teachers at school? "The class teacher first handles this. If there is no follow-up from the parents, the school will refer the matter to the foundation. This is the resolution process in case conflicts arise. If not handled by the class teacher, the issue will escalate to the teacher, principal, and then the foundation head."

Question 4: Do you feel supported by HR management in achieving performance goals at school? "So far, every need from administration and guidance from superiors is provided, and as a teacher, my role is to understand my duties and whether there are tasks given with deadlines."

Question 5: Do you feel that HR management at the school considers the balance between work time and personal life to prevent burnout? "The working hours at the school are not too heavy. Starting from 07:00 AM to 11:45 AM, but if there are additional classes, I can leave by 1:00 PM at the latest."

Based on the interview with Mrs. Hardiyanti S.Hum, the researcher concludes that HR management plays a significant role in the workforce of an educational institution, particularly in improving the quality of teaching. This is an investment in the future of the institution to enhance the quality of education and teacher development. The relationship between education and human resources is essential for the optimal performance of educators, which impacts student success.

c. Improving Learning Quality

Improving learning quality in educational institutions is the action taken to enhance the results of the learning process, aligning with the set learning policies by increasing the effectiveness and efficiency of educational activities.

d. Indicators of Facilities and Learning Process

Based on interviews with informants regarding the improvement of learning quality with indicators of facilities and the learning process (Y) at TKIT Anak Sholeh Almubarak Pallangga Gowa, conducted with Mrs. Sulfiyati, S.Pd, a teacher at the school, the following responses were obtained:

Question 1: Does the provision of adequate facilities and infrastructure at the school help improve the quality of learning? "It is very helpful because having complete facilities will make time management more efficient. However, with some facilities still incomplete, the school is trying to complete them step by step."

Question 2: Does improving classroom facilities such as projectors, interactive screens, or whiteboards contribute to a more interactive and engaging learning experience?

"Facilities for all classes are already available, but we only have one projector and no individual projectors for each class. However, we make the best use of it. Each classroom is equipped with a whiteboard."

This is reinforced by the provision of varied and relevant learning resources that help improve the effectiveness of the teaching and learning process.

Question 3: Does providing varied and relevant learning resources help improve the effectiveness of the teaching and learning process?

"Providing varied learning resources is very helpful because, previously, teachers only explained verbally. With the media, children can better understand the concepts."

The implementation of innovative and interactive teaching methods will increase student engagement in learning, as indicated by the following:

Question 4: Does implementing innovative teaching methods increase student engagement in learning? "Implementing innovative and interactive

teaching methods significantly improves student learning quality.”

Question 5: Does collaboration among educators in designing, evaluating curriculum, and learning materials improve alignment with student needs? “Collaboration greatly improves learning outcomes as it involves cooperation between teachers and students, which helps enhance the quality of education.”

Based on the interview with Mrs. Sulfiyati, S.Pd, the researcher concludes that in TKIT Anak Sholeh Almubarak Pallangga Gowa, facilities have been upgraded, though one projector remains shared between classes. The provision of varied learning resources greatly supports teachers' flexibility in expressing themselves in teaching. The implementation of innovative and interactive teaching methods can improve student learning quality.

The importance of facilities in supporting education is also stated in the Indonesian Law No. 20 of 2003 on the National Education System, which mandates that all formal and non-formal education institutions provide facilities and infrastructure that meet the educational needs in line with the development of students' physical, intellectual, social, emotional potential, and obligations.

e. Quantity Indicators

Based on interviews with informants about the improvement of learning quality with quantity indicators at TKIT Anak Sholeh Almubarak Pallangga Gowa, conducted with Mrs. Sri Andriyani, S.Pd, a teacher at the school, the following responses were obtained:

Question 1: Does access to training and professional development for educators help improve the quality of education at the school? “Certainly, it is very helpful. We, as teachers, are required to attend training activities, which helps improve our teaching skills and also assists with curriculum changes.”

Question 2: Does the support given to educators in innovative teaching methods help?

“Since the implementation of the Merdeka Curriculum (transition period), there is a lot of freedom in assignments. For example, the learning patterns in the classroom provide freedom based on individual abilities, but not too free as there are still guidelines to follow.”

Question 3: Does the task assignment system applied by HR management help manage time and prioritize work well? “The task assignment system is implemented well, and it prioritizes tasks effectively.”

Question 4: Do you receive adequate support from HR management to complete tasks within the set time? “Yes, we receive support from the head of the foundation and the principal, which helps us complete tasks on time. If we can't meet the deadline, the school provides an additional one-week extension.”

Based on the interview with Mrs. Sri Andriyani, S.Pd, the researcher concludes that HR management quantity is well-supported by the head of the foundation. The task assignment system is aligned with each teacher's abilities, ensuring that HR management motivates the workforce to participate in various educational activities like training and workshops, which enhance learning quality.

4.2 The Use of Technology Media Affects the Improvement of Learning Quality at TKIT Anak Sholeh Almubarak Pallangga Gowa Educational Institution

The development of digital technology in education has changed the paradigm. This development began with the use of audiovisual tools in classrooms, followed by the use of computers for data processing and access, and software that facilitates data exchange and learning concepts. Teachers' ability to collaborate, ask questions, master teaching materials, and engage students in learning processes is crucial for the successful implementation of digital learning.

Based on interviews with informants about the use of technology media at TKIT Anak Sholeh Almubarak Pallangga Gowa, conducted with Mrs. Nurhayati, HL, the principal, the following responses were obtained:

Question 1: Does the use of digital media, such as projectors or interactive screens, help clarify learning concepts? "Using digital media like projectors really helps in the learning process. When children are given material through videos or LCD, they are more interested."

Question 2: Does the integration of digital media in the learning process increase student participation and involvement in class?

"Integrating digital media does increase student participation in class because it excites them and makes them more interested."

Question 3: Does the application for managing schedules and assignments help students and teachers manage time more efficiently?

"Yes, there is an app for scheduling, which helps manage all school activities."

Question 4: Does digital media allow faster and more efficient communication between teachers, staff, students, and parents? "It enables faster communication, for example, between parents and teachers. Even when students are at home, tasks are sent via VoiceNote or WhatsApp. Digital media also allows students to submit assignments and recite lessons."

Question 5: Does the use of digital media allow for variations in teaching methods that cater to different learning styles among students? "It's very helpful, as we can see how children benefit from watching video lessons that aid their development."

Based on the interview with Mrs. Nurhayati, HL, the principal, it can be concluded that digital media development in learning at TKIT helps children learn and understand their surrounding environment.

Digital media provides easy-to-use facilities for students, along with interactive and varied programs, making the learning process more engaging.

5 Closing

5.1 Conclusion

Based on the analysis of the development of digital learning resources to improve the quality of human resources (HR) of teachers through the utilization of technology in enhancing learning quality, the following conclusions can be drawn:

1. **Human resource management has a positive influence on the improvement of learning quality** because the role of educators (teachers) as organizers of education plays a significant part in student success during the learning process. Therefore, the importance of supporting facilities and infrastructure in the educational process needs to be improved to achieve better learning quality.
2. **The utilization of digital media has a positive impact on improving learning quality.** For students of TKIT Al Mubarak, digital media helps children learn and understand everything around them. The use of digital media, which is easy to access, along with varied and interactive programs, provides a fun and engaging learning experience that is not boring for students in the classroom.

5.2 Suggestions

Based on the conclusions above, here are several suggestions as expectations to be achieved to complement the preparation of this thesis:

1. **For Teachers**
It is hoped that teachers will improve their facilities and knowledge about technological media, so they can create a more varied and engaging learning environment for students. Mastery of technology will support the creation of more interesting and effective learning processes.

2. For Future Researchers

It is hoped that future research can serve as a reference for improving teachers' performance in utilizing digital media to enhance learning quality in schools. The findings of this research are expected to encourage the development of better HR management, which in turn will improve the quality of education for students.

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