Analysis of the Implementation of the Human Resource Information System in the Employee Database of PT Kawasan Berikat Nusantara

Firda Azania[1], Marsofiyati[2], Adnan Kasofi[3]

[1]Department of Digital Office Administration, Universitas Negeri Jakarta, Indonesia

[2]Department of Office Administration Education, Universitas Negeri Jakarta, Indonesia

[3]Department of Digital Business, Universitas Negeri Jakarta, Indonesia

Abstract

This research was conducted in the Human Resources and General Affairs Division of PT Kawasan Berikat Nusantara. The aim of this study is to evaluate the implementation of the Human Resource Information System (HRIS) as a digitalization process for employee data storage and to analyze the role of Human Resource Information System in managing employee data and information within the company. This study employs a qualitative method, collecting data from both primary and secondary sources. Primary data were obtained through interviews, observations, and documentation, while secondary data were gathered from books, journals, or articles discussing the application of Human Resource Information System in companies. The research is analyzed using a descriptive method, with data analysis techniques based on Miles and Huberman's theory, which includes data reduction, data display, and conclusion drawing. The findings indicate that the implementation of the Human Resource Information System at PT Kawasan Berikat Nusantara greatly assists the human resources department in collecting, managing, and updating employee data. It also facilitates easy access to necessary data or information, thereby enhancing efficiency. This research aims to provide information on the implementation of the Human Resource Information System at PT Kawasan Berikat Nusantara. The recommendations include intensive training on the use of the Human Resource Information System, regular evaluations, and the enhancement and development of features that simplify information retrieval for employees.

Keywords: employee database; digitalization; human resource information system

1. Introduction

In achieving a predetermined goal, a company cannot rely solely on human resources. The role of technology in a company also has a significant impact on its success, especially in the current era of digitalization. Information and Communication Technology (ICT) has undergone rapid development. The Human Resource Information System (HRIS) can be defined as a system that functions to store employee data, such as personal information, career records, training and development, and leave. This system evolves conventional data management systems into digital ones, encompassing various components such as employee databases, human resource administration, reporting, and data analysis Maisharah et al. (2023). The transformation process from conventional to digital archives becomes easier to implement using this system.

The implementation of the Human Resource Information System is one of the processes by which companies achieve digital transformation to support the current digital era. Digital transformation is a process whereby an organization or company adopts digital technology in all aspects of its activities. The goal of digital transformation is to enhance efficiency, productivity, innovation, and value for all stakeholders of the company.

Various organizations worldwide have implemented the Human Resource Information System. According to J. Magege & Ngirwa, Cleophace (2023), the implementation of Human Resource Information System facilitates human resources in accessing employee data and aids in executing administrative processes. This positively impacts employee performance at Azania Bank Limited. Similarly, Yawar Al & Mahmood (2022), conducted research on several higher education institutions in Pakistan. Their findings indicated that the implementation of the Human Resource Information System benefits lecturers, employees, and students alike. Some of the benefits experienced by university students in Pakistan include easy access to information, reduced time wastage, and timely approvals from lecturers without the need to search for them across different offices.

One of the data sources or information that can support administrative activities is archives. Archives are records of activities as historical evidence of events in various forms (Rosmaniah et al., 2022). The primary purpose of archives is to ensure the availability of needed information and to ensure that important documents within a company can be found and passed on from generation to generation. Employee data storage in a company is one of the archives that must be well managed by the Human Resources Division. The chosen data storage system will affect the effectiveness and efficiency of the human resources function itself.

The Human Resources and General Affairs Division of PT Kawasan Berikat Nusantara still employs a manual (conventional) system for storing and managing employee data. The conventional data storage system causes several issues for human resources in performing their duties, such as difficulty in finding the required data or information. Additionally, the large number of documents takes up considerable space, and the documents are prone to damage or loss.

The implementation of the Human Resource Information System at PT Kawasan Berikat Nusantara greatly aids human resources, especially in the personnel department. With this system, human resources do not require much time to find data or information regarding company employees. It also facilitates easy data entry or input of employee information. All employee data can be accessed anytime and anywhere. By implementing the Human Resource Information System, the company can enhance the effectiveness and efficiency of employee performance to achieve its established goals.

This research aims to understand the implementation of Human Resource Information System as a process of digitizing employee data storage and providing information about the Human Resource Information System function which really helps human resources in managing data and information about employees. Data and information stored through Human Resource Information System also protect documents from damage and loss. Information can be easily accessed and efficiently managed.

2. Literature Review
2.1 Definition of Human Resource Information System (HRIS)

Maisharah et al. (2023), argue that a Human Resource Information System is an information system specifically designed to manage data and information related to human resources within an organization. Susanto & Parmenas, (2021) has an opinion that this system is software beneficial for managing policies and procedures to serve as guidelines for employees to facilitate smooth operations, and it helps companies create and manage employee information that can be easily accessed. Nurfitriani Fatinah, (2022) defines the Human Resource Information System as a system encompassing human resource management functions, where this system can automate human resource activities such as acquiring, storing, analyzing, retrieving, and distributing information needed by the organization related to employees. According to Gusliana, (2021) the Human Resource Information System is an information or online-based system for human resources to enter data, search for employee personal data, payroll, recruitment, leave applications, attendance, and other employee-related matters.

Based on the opinions of the experts above, it can be concluded that the Human Resource Information System is software created to collect, store, and analyze information regarding human resources within an organization, functioning to simplify tasks and increase efficiency in employee performance.

2.2 Functions of Implementing the Human Resource Information System

According to Latianingsih et al., (2023) the function of implementing the Human Resource Information System in a company is to optimize competitiveness by advancing human resource practices, creating a greater number and variety of operational human resources than before, shifting the focus of conventional human resources to strategic human resource management, redesigning, and implementing all human resource functions within the company. Jalal et al., (2023), state that the Human Resource Information System functions as a tool used by organizations to control and manage various processes and activities related to human resources. Nurfitriani Fatinah, (2022) also provides her perspective on the functions of the Human Resource Information System. Here are the functions of the Human Resource Information System according to Nurfitriani Fatinah, (2022):
a. Operational Function
b. Tactical Function
c. Planning Function
d. Comprehensive Function

It can be concluded that the Human Resource Information System is highly functional for human resources in carrying out their duties. This system helps employees manage employee data, handle employee administrative processes, manage payroll, facilitate employee performance appraisals, and make it easier for employees to access personal information.

2.3 Positive and Negative Impacts of Implementing the Human Resource Information System

According to Dzakir & Raflian, (2022) the Human Resource Information System has a positive impact in terms of time efficiency. By implementing the Human Resource Information

System within an organization, employees can input data more quickly, accurately, and efficiently. Here are the positive impacts of implementing the Human Resource Information System:

a. Simplifies Administrative Processes

b. Operational Efficiency

c. Data Accuracy

d. Ease of Accessing Information

e. Better Performance Management

f. Improved Monitoring and Reporting

In addition to positive impacts, the implementation of the Human Resource Information System in a company also has some negative impacts. One of the negative impacts is privacy violations. This is supported by a journal written by Yawar Al & Mahmood, (2022) "Faculty members considered breakdown of power and breach of privacy as major concerns associated with the use of the Human Resource Information System." Other negative impacts of implementing the Human Resource Information System include:

a. High Implementation Costs

b. Vulnerable Security System

From the explanations above, it can be concluded that the implementation of the Human Resource Information System has more positive impacts than negative ones. The positive impacts include facilitating administrative processes, easy access and retrieval of information or data, minimizing human errors in data management, and assisting human resources in decision-making. However, alongside these positive impacts that help improve employee performance, the implementation of the Human Resource Information System also has negative impacts, such as misuse of others' private data, vulnerable security systems, and high implementation costs.

2.4 Definition of Archives

Martini, (2021) states that archives are documents created, received, and stored as evidence and information by an entity, organization, or individual to meet legal obligations or in business transactions. Puspitadewi, (2021) defines archives as documents recorded and stored in various forms and media, such as written, printed, or typed records in the form of letters or images, which serve as information sources for organizations, individuals, companies, governments, or educational institutions. According to Fad'li et al., (2023), archives are the primary administrative tool used for planning and development within an organization.

Based on the above definitions, it can be concluded that archives are documents containing important data or information systematically stored as administrative sources and evidence of activities within an organization or company. The storage and management system of archives must be conducted using appropriate methods to ensure their continuity and accessibility.

2.5 Archive Management Systems
2.5.1 Conventional Archives

Conventional Archives refer to the management of documents and information using traditional methods, specifically manual storage with paper, folders, and files. Conventional

archives involve the physical storage of documents and records in forms such as paper, letters, and photographs. These archives are typically stored on shelves, in filing cabinets, or designated document storage areas.

Managing conventional archives has several drawbacks in its implementation. According to Rosmaniah et al., (2022) the disadvantages of conventional archives are as follows:

1. **Space and Time Constraints:** Archives can only be accessed in the archive room during working hours. Employees also find it difficult to locate information if the archive room is full, causing issues for staff.
2. **Archive Damage:** Accessing conventional archives makes them prone to dirt, tears, or folding.
3. **Need for Extra Supervision**: Managing conventional archives requires extra supervision to avoid losing original documents or misuse of documents.

2.5.2 Digital Archives

Digital Archives refer to the management of documents and records stored in digital formats, such as electronic files, digital images, audio, and video. Digital archives can be stored on local servers, cloud storage, or other electronic storage media. Martini, (2021) defines digital archives as a collection of information or data recorded and processed with computer technology as electronic documents that can be viewed and reused. Digital archives are also defined as documents created using electronic media, such as computers, and stored in digital file formats (Word, Excel, PDF, etc).

Managing digital archives involves using archive management software for indexing, metadata, searching, and structured storage. The following are the benefits of implementing digital archives in a company or organization according to Rosmaniah et al., (2022).

1. Information Accessibility
2. Ease of Searching
3. Speed of Access
4. Increased Access
5. Efficient Display
6. Speed of Copying and Duplicating
7. Space Savings
8. Ease of Information Sharing.

2.6 Digitization of Employee Data Storage

Hengki & Anom, (2021) defines digitalization as the integration of computer and internet technology in digital form. The digitization process transforms various forms of information from paper into electronic formats, aiming to enhance company operations and reduce operational costs. Mardiyani et al., (2020) assert that digitization is an activity closely related to the process of storing, duplicating, and transferring data or information electronically using electronic media, which can be done anytime and anywhere (without time and place limitations). S.Kom et al., (2022) argue that digitization is a process of changing information from printed documents or hardcopy into electronic documents, aiming to facilitate the transfer or dissemination of information. With proper planning and implementation, digitization can be a primary reason for a company to grow and succeed in the digital era.

From the above definitions, it can be concluded that digitization is a process of transforming printed information into electronic form, aiming to facilitate employees in disseminating, accessing, and duplicating the required information.

3. Material and Method

This research was conducted at PT Kawasan Berikat Nusantara, specifically in the Human Resources Division. This company is a State-Owned Enterprise (SOE) that manages an Integrated Industrial Zone consisting of three locations: Kawasan Cakung, Kawasan Tanjung Priok, and Kawasan Marunda.

3.1 Design Study

This study employs a descriptive qualitative research method. Qualitative research aims to understand human phenomena by creating a comprehensive and informative picture (Fadli, 2021). In this research, a case study approach was utilized. A case study is a research method that investigates a particular phenomenon (case) and provides detailed and in-depth information using data collection procedures over a specific period (Assyakurrohim et al., 2022). The data collection techniques in this study consist of four methods, as follows:

1. **Interview** Interviews, according to Faizin & Swasono, (2022), are interactions or conversations between the interviewer and the respondent related to a specific research topic. Interviews are a data collection technique involving question-and-answer sessions between the researcher and the respondent. The questions asked are related to the research topic, namely the Human Resource Information System. The interview participants consisted of 5 people: 3 from the Human Resources Division and 2 from the Information Technology Division.
2. **Observation** Prayogo, (2021) defines observation as a method for collecting data and information through observation and recording of specific conditions. Observation in research is used as a data collection technique to obtain data that has not been answered in the interviews conducted between the researcher and the informants.
3. **Documentation** Documentation is a data collection technique that involves taking pictures of aspects related to the research topic to obtain additional data (Apriyanti et al., 2019). The purpose of this documentation is to record information, assist in analysis, and store information in detail.
4. **Literature Review** Literature review is a research technique involving reading and analyzing materials relevant to the research topic (Syafitri & Nuryono, 2020). The literature review aims to identify, evaluate, and summarize sources of information relevant to the research topic.

3.2 Data Analysis

Data analysis is a research activity that involves processing and presenting data to answer research questions. In conducting data analysis, the researcher uses the theory of Miles and Huberman. The explanation is as follows:

1. **Data Reduction**

    Data reduction is the process of selecting and simplifying data by summarizing essential and necessary information for the research. Data from interviews, observations, and

literature reviews are summarized and organized to produce well-structured data. This data reduction will serve as the basis for addressing the research problems.

2. **Data Display**

The next step is data display. The presented data can take the form of brief descriptions, charts, relationships among categories, and so on. Data presentation in research is crucial to help readers understand the research findings and draw conclusions from the obtained data.

3. **Verifying Conclusion**

The final stage in data analysis is verifying conclusions. The conclusions drawn by the researcher involve linking, comparing, and integrating various theories and information obtained during the research.

4. Result

4.1 Condition of Employee Data Storage Before the Implementation of the Human Resource Information System

Before the implementation of the Human Resource Information System, PT Kawasan Berikat Nusantara utilized a conventional system for storing employee data. The Human Resources Division stored all employee data in filing cabinets, organized alphabetically by employee name. Based on observations made by the researcher, this conventional system was no longer effective, especially considering the shift towards digital systems. Many drawbacks were experienced by employees when using the conventional system for storing employee data.

The disadvantages of conventional data storage were expressed by one participant who stated, "The drawback is that hard copies require a lot of space (cabinets) and it is difficult to find the necessary data. In case of a disaster, the files can be lost or damaged, which can cause new problems for the Human Resources department. Therefore, we switched to a system for storing employee data."

4.2 Implementation of the Human Resource Information System at PT Kawasan Berikat Nusantara

Based on the researcher's observations, PT Kawasan Berikat Nusantara transitioned from a conventional to a digital data storage system by implementing the Human Resource Information System for the digitalization of employee data storage. The implementation process of the Human Resource Information System involved several stages, including selecting the system to be used, creating the system and features supporting Human Resources functions, conducting socialization and training on system usage for all employees, and analyzing the implementation of the Human Resource Information System. This implementation was supported by a team from the Human Resources Division and the Information Technology Division.

This was supported by an employee's statement, "The Human Resource Information System was initially created by the Information Technology Division of PT Kawasan Berikat Nusantara. Then, the Human Resources Division conducted socialization for all employees of PT Kawasan Berikat Nusantara to implement the Human Resource Information System as the digitalization of the employee database."

4.3 Impact of the Implementation of the Human Resource Information System at PT Kawasan Berikat Nusantara

The implementation of the Human Resource Information System has provided many positive impacts for the Human Resources Division and all employees at PT Kawasan Berikat Nusantara. This system facilitates the Human Resources Division in managing administrative tasks, such as employee data management, payroll calculations, and leave management. It helps the Human Resources Division reduce the risk of human error. Not only does it ease the workload of the Human Resources Division, but it also allows all employees to access information easily. With the Human Resource Information System, employees can easily access, search, modify, or add information regarding their personal data.

This is supported by a statement from one participant during an interview conducted by the researcher, "The main benefit of the Human Resource Information System is to make the data management process more effective and efficient. With the Human Resource Information System, it is expected that employees will find it easier to locate the data they are looking for."

5. Discussion

5.1 Condition of Employee Data Storage Before the Implementation of the Human Resource Information System

Based on observations, the condition of employee data storage at PT Kawasan Berikat Nusantara still used a conventional (physical) system. Physical employee documents (paper) were stored in a filing cabinet. The large number of documents that needed to be stored required the company to allocate substantial space and many filing cabinets. Additionally, the sheer volume of documents made it difficult for employees to find the needed information. This is consistent with the theory by Amelinda et al., (2023), which states that one of the disadvantages of conventional storage is the difficulty in retrieving documents or information needed by employees.

Furthermore, the disadvantage of conventional data storage is the lack of document security. Documents are susceptible to damage and loss. This is supported by the statement from Rosmaniah et al., (2022), which says, "The disadvantage of conventional storage is the occurrence of archive damage. Conventional archive access causes archives to be prone to dirt, tearing, or folding. Moreover, it requires extra supervision to prevent the loss or misuse of original documents."

5.2 Implementation of the Human Resource Information System at PT Kawasan Berikat Nusantara

The Human Resource Information System is a system created by the company to support digital data storage. This system was developed to assist employees, especially the Human Resources Division, in managing employee data. The company selected the Human Resource Information System to facilitate data storage and security for employees. This is supported by a participant's statement that compared to other systems, the Human Resource Information System is more effective and easier to access. The company chose the web as the new data storage platform to enable employees to easily upload or modify necessary data using just a mobile phone or computer. This statement aligns with the theory by Fitriyah & Sebayang (2023), which states that the implementation of this system makes it easier for employees to

obtain the required information, facilitates their tasks, and helps them optimize their time and effort in performing daily tasks.

The features within the Human Resource Information System can be customized according to the needs of the Human Resources Division within the company. According to Hafni et al., (2023) the Human Resource Information System can be created and modified to meet the specific needs of a company's or organization's Human Resources department. Additionally, the Human Resource Information System is highly accessible. Data access is not limited by space and time, meaning that employees can view, modify, and update data anywhere and anytime. With just a phone and internet connection, employees can easily access their personal data. The implementation of the Human Resource Information System greatly assists employees in managing data and information within the company.

5.3 Impact of the Implementation of the Human Resource Information System at PT Kawasan Berikat Nusantara

Based on the data collected by the researcher, the implementation of the Human Resource Information System at PT Kawasan Berikat Nusantara has yielded numerous positive impacts on employee database management. One of the major benefits is the increased effectiveness and efficiency in managing employee data. Data and information retrieval has become easier, as employees no longer need to sift through stacks of documents in filing cabinets. By simply typing the Employee Registration Number (NPP) into the search box, all related data will appear on the screen.

The Human Resource Information System not only facilitates employees in the Human Resources Division but also assists all employees at PT Kawasan Berikat Nusantara. This system particularly benefits employees in branch offices, as they no longer need to visit the head office to request or change personal data. Employees can view, search, and modify their personal data independently.

The success of the Human Resource Information System implementation at PT Kawasan Berikat Nusantara is supported by various factors, including management support, teamwork, collaboration, and employee involvement in the implementation process. Adequate training and technology also play crucial roles in the successful implementation of the Human Resource Information System.

However, the implementation of the Human Resource Information System also presents challenges. One significant challenge is changing the employees' habits or culture from manual processes to digital ones. This shift requires employees to adapt to the new system. The solution provided by the team is continuous socialization and training on using the Human Resource Information System, including how to update personal data or check existing data in the system. The team also consistently educates and reminds employees to get accustomed to digitalization.

The use of the Human Resource Information System for digitalizing employee database storage offers significant differences and impacts compared to conventional data storage. Based on the benefits derived from using this system, employees experience positive changes, such as easing the workload of employees in the Human Resources Division, easy data access for all employees, enhanced document security, minimized human error, and improved effectiveness in human resource management within the organization.

The above explanation indicates that the implementation of the Human Resource Information System aligns with the Technology Acceptance Model (TAM) proposed by Fred Davis. The Technology Acceptance Model (TAM) is a model often used in research to assess the acceptance of new technology within an organization or company (Azkiya & Labibah, 2023). According to the Technology Acceptance Model (TAM), factors influencing acceptance include Perceived Usefulness (PEU) and Perceived Ease of Use (PEO).

6. Conclusion, Implication, and Recommendation
6.1 Conclusion
1. The conventional data storage system is no longer efficient for use within a company. Conventional data storage has several drawbacks, such as difficulty for employees in finding information within stacks of paper, requiring numerous folders, filing cabinets, and space, documents being prone to damage and loss, and the security of documents not being guaranteed in the event of a disaster.
2. The Human Resource Information System is a system designed to assist the human resources process in fulfilling its functions. This system is part of the digital transformation undertaken by the company in response to the era of digitalization. The implementation of the Human Resource Information System is very beneficial for employees, especially the Human Resources Division in managing administrative tasks.
3. The implementation of the Human Resource Information System offers many benefits. It provides numerous positive impacts, making it easier for the Human Resources Division to search for required data or information. Additionally, with this system, employees can easily access, search, and update their own personal data without having to visit the Human Resources Division. Although there are still some challenges, the company continuously evaluates and improves the system. Managing employee data using the Human Resource Information System significantly improves convenience and efficiency compared to conventional data storage systems.

6.2 Implications
1. **Theoretical Implications**

This research expands the literature on the implementation of the Human Resource Information System (HRIS) as a means of managing employee data within a company. The results show that proper training and customization of features in the Human Resource Information System can increase the level of technology acceptance among employees accustomed to conventional (manual) systems. These findings support and extend the Technology Acceptance Model (TAM) by adding that training and customization are important factors in technology acceptance. This provides new insights into technology acceptance and opens opportunities for further research on technology adaptation in organizations.

2. **Practical Implication**

The efficiency and effectiveness of employee data management have improved since the implementation of the Human Resource Information System (HRIS). The implementation of Human Resource Information System has helped address issues in employee data management that were previously handled conventionally and inefficiently. By using Human Resource Information System, employees can access and update their personal information

independently, thereby reducing the workload of the Human Resources department. The impact of Human Resource Information System implementation can be measured through the increased efficiency of administrative processes, reduction of errors in employee data management, and employee satisfaction with the new system. However, PT Kawasan Berikat Nusantara needs to conduct training sessions for employees to ensure they understand and can effectively use the Human Resource Information System.

6.3 Recommendations for Future Researchers

1. It is recommended that future research involve a greater number of participants from more departments within the company, including employees accustomed to conventional systems. This would enhance the relevance and generalizability of the research findings.
2. It is suggested to expand the scope of the research by delving deeper and adding variables relevant to the research topic, as well as examining the topic using different research methods.
3. It is advisable to extend the research period to analyze the long-term impacts of the Human Resource Information System implementation. This would help in understanding the development of Human Resource Information System implementation and how it affects employees and overall company operations.

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