

# Human resources business process technical skill improvement

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**Abstract:** One of the discussions in the field of information systems is business processes. Soft skill is something that is also very important in addition to academic knowledge. Soft skills are non-technical abilities such as being able to think critically and be able to manage time. In the world of work, companies are not only looking for prospective employees who only have good hard skills but also look at their soft skills. This is very important to be socialized and give knowledge to prospective students who will enter the world of work. One thing that can be done is training activities that can be followed by every student from various universities by participating in the Competent Indonesia National Movement (GNIK) program, this program specifically teaches soft skills and hard skills of human resources (HR) and human resource management (HRM). It consists of students from various islands in Indonesia. For the training, directions and provisions were given to carry out field practice using descriptive qualitative methods, namely observation, interviews, documentation, and final evaluation. This activity aims to provide understanding and mastery of soft skills to improve the quality of human resources. The results of this activity concluded that this activity was very helpful for participants in increasing their understanding and awareness in improving soft skills.

**Keywords:** Business process; GNIK, Human resource; Soft skills, Web-based IS.

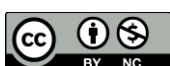
## INTRODUCTION

Currently, the world is undergoing a transition from the era of IR 4.0 to Society 5.0. In the current era of digitalization 5.0, technology is not something foreign anymore, people cannot deny that humans live side by side with technology which every year the development of technology in the world is so rapid because of demands based on the desires of human nature who want to fulfill their needs and can make it easier for them to meet their needs and do their activities. In their activities, humans have always exchanged information only by using the voice method from the gong and the information obtained can vary depending on the strains of the voice from the gong from year to year until now, namely the 5.0 reformation of information obtained by using advanced technology that can convey information. Long distance messaging easier and more widely in minutes. Information is very easy to obtain through internet network technology which has spread widely in the world such as through websites (Agustina & Abdillah, 2021). The development of information technology (IT) from year to year (Hidayat et al., 2020) is increasingly becoming a challenge for its users. This encourages every sector of the organization (Abdillah, Mukti, Puspita, & Suhartini, 2021), both formal and informal or other institutions to be able to use it as a support for work activities so that it can produce fast, precise and accurate information.

The role obtained from information technology such as information that can support business operations, reporting and data visualization, data analysis, decision making, communication, and coordination within an organization. In the competitive world of business in the current era of globalization, every institution or organization must implement information technology (IT) in their Enterprise system or ecosystem to make it even better. An information system (IS) is a system that is in line or a combination of communication networks, people, software, and hardware, in order to provide information that helps in various operational activities such as making decisions within the organization. Information systems can facilitate a business job that can advance the business you want to run.

The description of how things are done in an organization is known as a business process (Laguna & Marklund, 2018). In the Enterprise (Organization/Company) information technology (IT) plays an important role in running a business, the need for information technology is a basic need for companies to survive in a business

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world full of competition (Frisdayanti, 2019). Every year information technology progresses very rapidly, especially in producing large quantities of products, improving the performance of human resources, especially in the field of information technology in order to manage data and information storage, in order to more easily achieve the goals and desires of the organization for that every organization must have There are at least three main foundations, namely technology, methods/methods and human resources who can carry out these methods/methods with the support of technology that can be utilized in carrying out information technology system procedures. Technology is the main role that can carry out the methods/ways of human resources in carrying out the goals to be achieved.

Human Resources (HR) is an integral part of a company. Human resource development is very important for an organization, for example in a service company, where employees are more likely to be asked to provide customer contact (Bocij, Greasley, & Hickie, 2015). The Human Resource Development (HRD) section has an important function within the company, one of which is the management of human resources (Abdillah et al., 2020). Human resources (HR) is an important asset in an organization which in fact is the party that runs and manages the factors of production in the organization that can run the company's system to achieve organizational goals. For this reason, it is necessary to carry out correct and effective human resource management by the organization so that the performance of its assets can be maximized. Human resource management (HRM) is a necessary activity in an organization, in other words, a reflection of increasing significance with regard to the management of people in the organization (Ichsan, Nasution, & Sinaga, 2021). The Management of human resource information in the company of PT. HEVEA MK I doesn't have a system that can help spread job description information quickly and accurately to employees. This research will focus on human resource management (HR) and human resource management (HRM). Business processes included in this module such as employee recruitment process management (screening), management of employee data information or job descriptions (job description), employee salary management (payroll), and management of Standard Operating Procedures (SOP) are included in company policies. Human Resources Development (HRD) in the department to manage the Human Resource Management (HRM) database extensively and increase productive time to be more efficient (Aisyah & Giovanni, 2018).

In an effort to improve soft skills, researchers use the staff scheme competency unit. This research was conducted at PT HMKI to analyze each employee position (determine the number, quality, and placement of the correct workforce to match the skills needed by the company based on the expertise listed in the job description, job specification, job requirements, and job evaluation. Furthermore, this article will present the methods, results and discussion, conclusions and suggestions.

## METHOD

The implementation of this research was carried out at PT HMKI which was started by making observations using descriptive qualitative research. Observations were made related to the creation of job descriptions that serve as guidelines for the workflow of employees and can help support the improvement of soft skills possessed by employees at PT HMKI. Observations are carried out such as observing the workplace and the work being carried out according to the position or department of each employee.

### Data Collection Technique

Data collection in this study used a qualitative descriptive method through primary and secondary data collection. Primary data were collected by direct observation and interview at PT HMKI. While secondary data is obtained by completing observations through the analysis of documents related to human resources.

### Observation

Observation is the observation and recording of the phenomenon or phenomenon being studied (Wekke, 2019). By means of observation, behavior in certain social situations can be known as it is in the field or in an experiment. Observations made in this study are human resource management at PT HMKI.

### Interview

Interviews are one of the collections of data that can help in taking more detailed and accurate data if you want to know the respondent from small things carefully and can also complete physical data (Mar'atusholihah, Priyanto, & Damayani, 2019). Before carrying out the interview, the writer prepared a questionnaire of questions in accordance with the Standard Operating Procedure (SOP) of the activity.

### Documentation

Documentation is a method of obtaining information in various forms such as documents, books, archives, numbers, writings, videos, images, and in the form of reports from supporting information. Documentation data that has been collected by the author during the practice of applying human resource management (HRM)

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**DISCUSSIONS**

**Job Description**

The first scheme is compiling a job description. It is made with the aim of making it easier for employees to carry out the duties and responsibilities of the position occupied by filling out questionnaires, followed by interviews to better understand the details of the job description, and after that only observations are made aimed at adjusting the data and information provided has been obtained with the conditions and environment of the workers (Asih & Fitriani, 2018). For example, see Fig. 2.

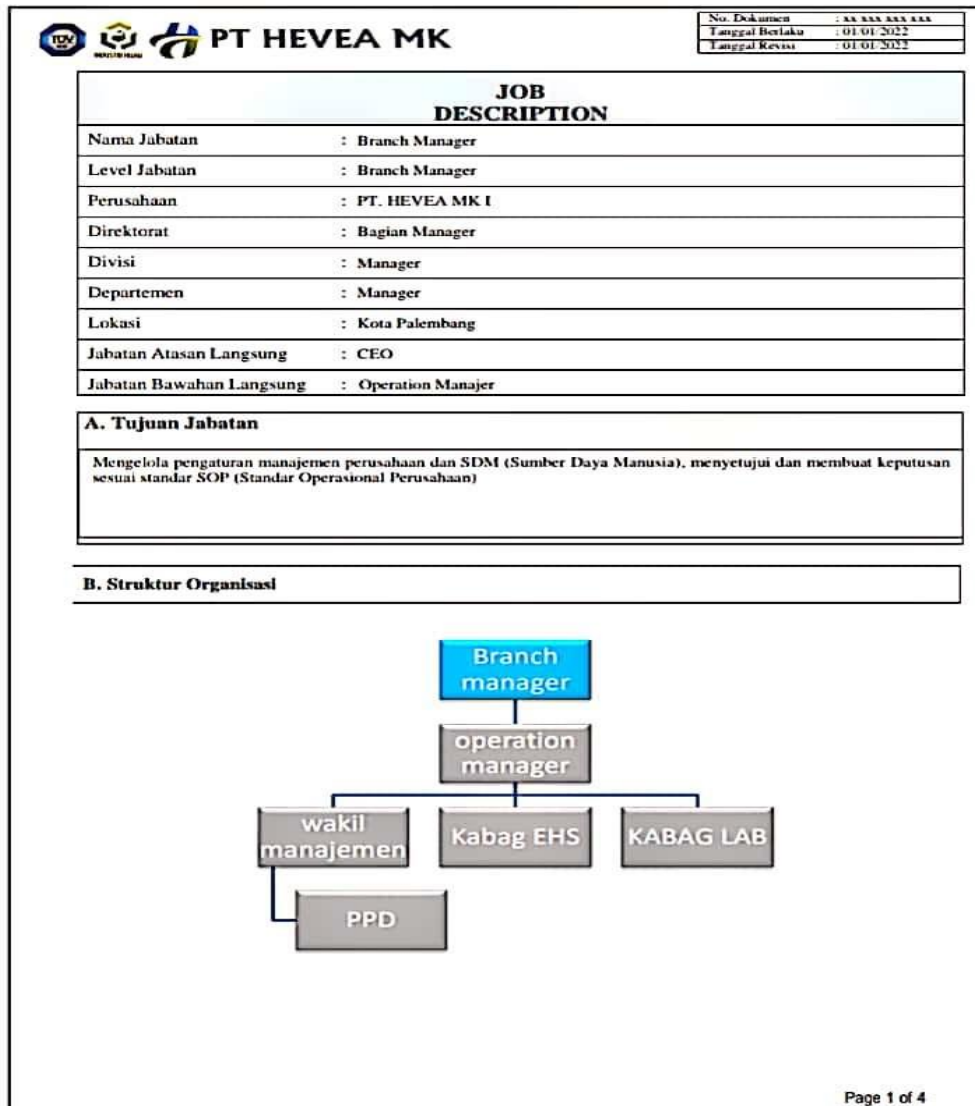


Fig. 2 Division of office

The sheet in Fig. 2 above is a branch manager position division sheet in this sheet includes the name of the position that explains the position of the employee, the level of the position and explains the position of which part of the company.

**Social Security Administration**

In the second scheme, namely carrying out social security administration at PT HMKI by understanding the step-by-step required in carrying out social security administration, the first way is to register a company (Fig. 3) with the BPJS Employment program then just wait for the confirmation email from BPJS Employment (Denisanjaya, 2021).

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new-edabu.bpjs-kesehatan.go.id/RegistrasiBadanUsaha/RegBUWeb.aspx

## Registrasi Badan Usaha

Propinsi:

Kab/Kota:

Divisi Regional:

Kantor Cabang:

Nama:

Alamat: Jl.

Telepon:

Email:

Jenis Kepesertaan:

Status Badan Usaha/Komunitas:

Jenis Usaha Utama:

Bentuk Badan Usaha/Komunitas:

Nama Pimpinan:

Status Kepemilikan:

Jenis Usaha:

IDENTITAS CONTACT PERSON BADAN USAHA / BADAN HUKUM LAINNYA

Fig. 3 Division of office

After the company is registered in the BPJS program, the employees of the company can be registered as active members of the BPJS Employment, business license management letter from the authorized party or if there is already an official license, it is very necessary to use evidence of a business license. Employees who have been registered will be given an electronic card as a sign of an active member of BPJS Health and BPJS Employment (Fig. 4).



(a) (b)  
Fig. 4 BPJS Health and Employment Electronic Card

And the number of employees who participate in BPJS Employment at PT HMKI who are already registered in the BPJS Employment program can be seen in table 1 BPJS Program.

Table 1. BPJS Program.

No	Social Assurance Program	The Number of Workers
1	JKK Program	689 Workers
2	JHT Program	689 Workers
3	JKM Program	689 Workers
4	JP Program	689 Workers

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Furthermore, the company will provide social security in which every employee or company is required to pay contributions to BPJS. The company will calculate and collect contributions through deductions from the salaries/wages of workers who each pay and deposit contributions that are the responsibility of the company's BPJS to BPJS Health on a monthly basis. Within the specified time, all dues payments will be documented for the company as the bookkeeper.

There are 4 (four) BPJS Employment programs that apply at PT HMKI from the five programs that provide BPJS Employment Indonesia, what are the four applicable programs, namely: 1) JKK is a Work Accident Insurance in the form of health services or cash funded by the company through the BPJS program for employees who have an accident at work or an illness caused by the work zone, 2) JHT is Old Age Security in which cash is provided by an employee member who is elderly or retired, has a permanent total disability, or dies, 3) JKM, namely death insurance given to the heirs or family members of the BPJS Employment participants who died, and 4) JP is a money pension guarantee that is handed over to the heirs concerned if the participant experiences permanent total disability, enters retirement age, or dies.

### Wage Administration

Carry out wage administration where wages are calculated in accordance with applicable regulations in the organization with payment of wages for workers carried out accurately and on time (Kahpi, 2018). In the pay-slip sheet (Fig. 5) there are income, namely salary, overtime, others, craft premiums, absorption, incentives with deductions, namely absorption, BPJS JHT, BPJS JP, BPJS Health, PPH article 21, COS, in the recitation procedure for workers are paid according to the UMR but the position/position of an employee also determines the calculation of the salary.

PT.HEVEA MK.I SLIP GAJI KARYAWAN	
Priode	: Juni 2022
	NO.Urut 1
NAMA	: darmanto
NIK	: [REDACTED]
Jabatan	: Limbah
Status	: K/1
<b>PENDAPATAN</b>	
1. Gaji	: [REDACTED]
2. Lembur	: [REDACTED]
3. Lain-lain	: [REDACTED]
4. Premi Kerajinan	: [REDACTED]
5. Serepan	: [REDACTED]
6. Insentif	: [REDACTED]
Gaji Bruto	: [REDACTED]
<b>POTONGAN</b>	
1. Serepan	: Rp -
2. BPJS KetenagaKerjaan (JHT)	: Rp 66.300,00
3. BPJS KetenagaKerjaan pensiun	: Rp 33.150,00
4. Kesehatan	: Rp 33.150,00
5. PPH Pasal.21	: Rp -
6. Cos	: [REDACTED]
Total Potongan	: Rp 132.600
Gaji Neto	: [REDACTED]
Diterima	Dibayar
darmanto	Charles

Fig. 5 Division of office

### HRM Policy Implementation Administration

There are many policies within the company that needs to be implemented. Every company certainly has the necessary policies to regulate the company so that it runs according to operational standards. The company policy is made by the company to be a guideline for workers, and the function of policy implementation is to simplify and clarify workers in carrying out activities to comply with procedures.

There are several procedures that employees of PT HMKI must know before applying for a leave permit (Fig. 6), namely: 1) Every employee who will apply for leave is required to fill out a leave form and it must be submitted to his immediate supervisor and manager, 2) Employees who apply for leave are required to apply for leave at least 1 week before the day of taking leave, 3) Application for leave must be signed by the employee himself and approved by his supervisor and manager, 4) For sudden reasons, employees are allowed to apply for leave within 3 days, but not more than 3 times a year, 5) For sudden reasons too. Employees are allowed to take time off with a pay cut. But no more than 3 days in a year, 6) Leave must be submitted to the HRD department to be recorded, and 7) For cases of sudden reasons, what is permitted only covers family matters such as husband/wife, children, parents, in-laws.

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**HALCYON AGRI** PT. HEVEA MK 1

### SURAT IJIN CUTI

Kepada : HR/GA Tanggal Pengajuan : \_\_\_\_\_ Tanggal Diterima : \_\_\_\_\_

bagi karyawan/ti yang mengajukan formulir ini mohon diisi dengan lengkap dengan melingkari ijin yang akan diajukan :

1. Form ini harus disetujui atasan dan cuti/ijin baru bisa diambil (Pengajuan cuti tahunan paling lambat 1 minggu sebelumnya)

2. Bila ada perubahan cuti/ijin harap melapor ke bagian HRD/GA

AL : Cuti Tahunan \* UPL : Ijin tanpa dibayar \* COMP : Cuti lain yang dibayar (wajib melampirkan dokumen yang syah)

Nama : <u>Reandy H.S.</u>	Cuti/ijin yang diajukan AL/UPL/COMP	Cuti/ tahun ini : <u>2022</u>
NIK : _____	Tanggal penggunaan cuti/ijin : Mulai : <u>23/04/2022</u> s/d <u>23/04/2022</u>	Cuti telah diambil : <u>1 hari</u>
Jabatan : _____		Cuti akan diambil : <u>1 hari</u>
Bagian : <u>Lab</u>		Sisa Cuti : <u>8 hari</u>

Alasan Cuti : Menghadiri Wisuda Agri

Bila mengajukan Cuti Tahunan (AL/UPL) wajib mengisi kolom ini :

Alamat/Kota yang dituju : <u>Plembang</u>	Yang mengambil alih tugas : Nama : <u>Nopri2 di</u>	Tanda Tangan 
Telephone yang bisa dihubungi : <u>0851 69516469</u>	Jabatan : _____	

DIAJUKAN OLEH	PERSETUJUAN		VERIFIKASI OLEH
 Reandy H.S. KARYAWAN	Tanggal : _____  Andi Gunawan KABAG	Tanggal : _____  Aprian Rismanto KEPALA PABRIK	Tanggal : _____  HR/GA DEPT
		DIREKTUR/CM	

Catatan Atasan :  
HR-03-01

Fig. 6 Division of office

For the second example, the applicable official travel application form (Fig. 7). The procedure points that need to be obeyed by employees when they want to go on business trips are: 1) Every employee who will go on an official trip must fill out an official travel plan form (RPD), 2) After obtaining approval of the fund withdrawal plan (RPD) from the authorized supervisor (manager), then the employee reports the form to HR/GA to be verified in order to prepare accommodation and transportation facilities, 3) After being verified, the employee submits a temporary receipt form for the account receivable staff (ARS) to the finance department, the temporary bill is a loan of a certain amount of cash that will be used by the employee during official trips, 4) The company provides pocket money to cover expenses for personal needs such as eating, drinking, medicine and bathing, 5) The amount of pocket money is calculated daily and a lump sum is given, the amount of which is attached, 6) When on a business trip attended by Entertainment by an external company related to official affairs, it is necessary to first obtain the approval of the superior (minimum Manager), 7) If an employee goes on a business trip with his boss, the employee may enjoy transportation of funds or hotels and the same facilities as his boss, if the employee is important in assisting the task according to his superior, 8) Employees who have returned from an official trip are required to make a report on the results of the official trip to their respective superiors no later than 7 (seven) working days after returning from an official trip. The form and format of the writing are adjusted to the interests of each department, and 9) Employees who have returned from an official trip are required to make a report on the cost of a business trip no later than 7 working days after returning from an official trip and attach a voucher or proof of expenditure.

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F-HRP-11.01  
REVISI - 0

**PT. HEVEA MKI**

**PERJALANAN DINAS TRAVEL (TRAVEL REQUEST)**

1. Nama : \_\_\_\_\_

2. NIK : \_\_\_\_\_

3. Jabatan : \_\_\_\_\_

4. Maksud Perjalanan : \_\_\_\_\_

5. Transportasi  Pesawat  Bus  Kereta Api

6. Akomodasi  Hotel  Mess

7. Tempat Berangkat : \_\_\_\_\_

8. Tempat Tujuan : \_\_\_\_\_

9. Lama Perjalanan : \_\_\_\_\_

10. Tanggal Berangkat : \_\_\_\_\_

11. Tanggal Kembali : \_\_\_\_\_

12. Tanggal Permohonan : \_\_\_\_\_

Pemohonan Perjalanan Dinas Menyetujui

Nama : \_\_\_\_\_ Nama : \_\_\_\_\_  
Jabatan : \_\_\_\_\_ Jabatan : \_\_\_\_\_

Note: Formulir perjalanan dinas ini merupakan juga Surat Tugas.

Fig. 7 Division of office

**Analysis**

Of these four schemes, the first step is to prepare job descriptions, at the preparation stage for job analysis, collect job analysis information based on the Standard Operating Procedure (SOP) of organizational policies in accordance with applicable regulations then combine it with the demands of changing job information developments. . The lack of available information in terms of job analysis is in fact quite difficult for job holders to understand and describe their duties as heads of work units so that there are often significant obstacles in carrying out their duties. According to the observations of researchers, the most difficult thing is to identify the work of each work unit in the PT HMKI environment due to the lack of available information about duties, responsibilities, and job flow.

The stage of collecting data regarding job analysis, it is carried out by means of the observation or observation method, the interview and question and answer method, and the questionnaire or list method of job analysis information. The results of interviews gathered from the head of each position. The types of data and information collected in the job analysis are as follows: Name of position; Position code; Work unit; Job description; working materials; The formulation of the task; Responsibility; Working device; Authority; Work result; Name of position/stakeholder; Position/stakeholder correlation; Job requirements; Environmental conditions; danger and risk; and Age of position/stakeholder. PT HMKI job description has been carried out firmly and clearly. After the job description is made, the company can determine the wages/salaries of each employee and grant social security rights.

In a company the wage/compensation system is very important, it must depict justice by giving the same reward as the provision of work services. The structure/component of Wages and/or Minimum Wages in PT HMKI are Fixed Allowances (TT) + Basic Wages (UP). The stipulation is that TT must be smaller than UP or TT (25%) + UP (75%) The basic wage is taken from the regional minimum wage (UMR) for the Palembang city area, while BPJS is multiplied by 1%. Wage data is closely related to job descriptions where the factors that can affect wages are skills and education, cost of living, labor market conditions, the ability of trade unions/labor unions, company capabilities, and work productivity policies, which companies are included in the job description of each employee/employee.

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## CONCLUSION

Based on the research that has been carried out at PT HMKI in the form of the practice of four HRM staff schemes, namely Compiling Job Descriptions, Performing Social Security Administration, Performing Wage Administration, Administering the Implementation of Human Resource Management (HRM) Policies. So some conclusions can be drawn as follows: 1) The preparation of this job description is filled out using a qualitative method which must pass the interview, observation, and data analysis stages. The aim is to be able to maximize and make it easier for employees to implement and make it easier for superiors to assess the level of employee performance, and 2) With the implementation of other industrial practices, namely Conducting Social Security Administration, Performing Wage Administration and Administering the Implementation of Human Resource Management (HRM) Policies at PT HMKI in implementing corporate practice has helped the author a lot in improving competencies related to the competencies needed an implementer of HRM in the company, thereby increasing the author's confidence when conducting a competency test, 3) Furthermore, the company will provide social security in which every employee or company is required to pay contributions to BPJS. The company will calculate and collect contributions through deductions from the salaries/wages of workers who each pay and deposit contributions that are the responsibility of the company's BPJS to BPJS Health on a monthly basis. Within the specified time, all dues payments will be documented for the company as the bookkeeper.

Based on the conclusions described above, the authors would like to provide suggestions, namely: 1) It is hoped that PT HMKI can implement the results of the research that has compiled the latest job description at this time to be applied to the company according to the Operating Procedure (SOP) that applies in the world of work, and 2) And it is hoped for further research to add a mobile app-based management information system designer that can make it easier for workers to access various HR management administrative data needs such as assignments, review of skill improvements, and much more, including simplifying the work of HRD in managing HR data and reviewing work performance of the employees. Furthermore, research involving knowledge management (Purwanto, Abdillah, & Agustini, 2020) is also a very good idea

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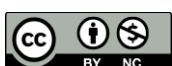
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