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Improving the Competence of Competitive Human Resources in Facing the Era of the Industrial Revolution 4.0 Towards the Era of Society 5.0

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Abstract: The Industrial Revolution 4.0 brings disruptive technological innovations that blur physical, digital, and biological boundaries in all fields, and change the way people live and work. Technological breakthroughs will create opportunities in the economic, social, and personal development fields, but artificial intelligence will take over human work so HR readiness is needed to face challenges in the 4.0 era. Improving the quality of human resources (HR) can be used as a solution to create quality human resources following the needs and challenges of the times to create new skills that affect competence. This paper aims to describe, analyze and examine the competence of competitive human resources in the Aeroelastic and Aeroacoustics' Aerodynamics Laboratory at the National Innovation Research Agency (LA3-BRIN) in facing challenges in the era of disruption 4.0 towards the era of society 5.0. This study uses a type of library research method with a descriptive analysis method approach. The results show that LA3-BRIN HR must improve competence through training, education, coaching, recruitment, system changes, opportunities, and rewards so that they are ready to adapt and revolutionize themselves to rapid technological developments, so that superior, creative, and empowered human resources will be created. competitiveness against the onslaught of the industrial revolution 4.0 which is heading towards the Society 5.0 era.

Keywords: Competence, Human Resources, Technology

INTRODUCTION

In this 21st century, the world has entered the digital era "Industrial Revolution 4.0". This is an era of advanced digital technology, constantly evolving, and constantly being updated. Currently, the public will be presented with the installation of very sophisticated digital technology such as robots, artificial intelligence, the internet of things and so on which are fully automated to facilitate all human work activities in daily life.















Industry 4.0 is an industry where technological changes come and go quickly, and the existence of human resources is not only about quality but also about being a professional in

their field and mastering skills.

The Industrial Revolution 4.0 collaborates with cyber technology and robotic technology that applies the concept of technological automation without the need for human labor in the implementation process in a work environment where time management is very important and very much needed by industrial players who can now be easily accessed by anyone and anytime.

In general, the development of the Industrial Revolution 4.0 in Indonesia has not been fully implemented. Currently, Indonesia and even the world are shocked by the new idea of "Society 5.0" which was sparked by Japanese Prime Minister Shinzo Abe at the World Economic Forum held in Davos, Switzerland in early January 2019. According to Shinzo Abe, Industry 4.0 is based on the concept of artificial intelligence (AI), while Society 5.0 focuses on human resources itself. Japan as a developed country known for the invention of various advanced technologies introduced the concept of Society 5.0 where people have developed to be able to utilize information to improve their welfare. Therefore, industry 4.0 and society have a reciprocal relationship that needs to be fostered and developed.

According to Mayumi (2018), Society 5.0 is a human-centered and technology-based concept of society developed by Japan. This concept was born as a development of the industrial revolution 4.0 which is considered to have the potential to reduce the role of humans. At this time, humans will face life with increasing technological sophistication. Therefore, HR competencies must be improved so that they can utilize and maximize every technological innovation such as the Internet of Things, Big Data, robots, and Artificial Intelligence so that people can overcome various social problems and challenges of life.

One of the implementing organizations for the Industrial Revolution 4.0 is the Aeroelastic and Aeroacoustic Aerodynamics Laboratory at the National Innovation Research Agency (LA3-BRIN), a government agency that handles research and application of Aeroelastic and Aeroacoustics' Aerodynamics technology.

LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT Human Resources

Superior and highly competitive Human Resources (HR) is a demand for every organization to be able to achieve the goals that have been set. Many aspects can affect the achievement of competitive HR, namely individual aspects, group aspects, and organizational system aspects.

Management experts agree that Human Resources (HR) is the most important capital and asset in any country and corporation in the world, HR is the main pillar in a country and nation, companies, educational institutions, universities, and so on. HR cannot be replaced with machines, money, positions, and other materials, he is the key to the success of all corporations and any activity in this world (Arif & Ed, 2021).

Rohida (2018) explained that human resources in the era of the "industrial revolution 4.0" must be better able to increase competence in utilizing digital technology such as big data, the internet of things, robots, and Artificial Intelligence. Therefore, every organization or company needs to understand programs to improve HR skills so that their talents can adapt to industry needs.

Indonesian human resources are expected to be able to adapt to the paradigm of the industrial revolution. In the Society 5.0 era, human resources with high-order thinking skills will be given higher priority so that they can adapt to future challenges. Sophisticated thinking, flexibility, and methodologies enable human resources to use modern science (Internet of Things, Robots, Artificial Intelligence).

Competence

Competence is the ability of employees to produce at a satisfactory level in the workplace which includes the ability of employees to transfer and apply these skills and knowledge in new situations and increase agreed benefits (Hutapea and Toha, 2018).















Meanwhile. Kotler and Armstrong (2016) stated that competence is the knowledge. skills, and qualities of individuals.

Work competence 4.0 is a combination of hard skills, soft skills, ICT processing skills, and knowledge in facing the "industrial revolution 4.0" towards "society 5.0". The competencies that HR must have in the 4.0 work era include:

- Digitization of technology-based work environment.
- 2. Collaboration with Cyber systems.
- 3. Flexible work processes that can be adapted to customer requirements.
- Mental Tasks.
- Teamwork

In facing the era of society 5.0, individuals in the world of work are expected to improve their soft skills to adapt to the current digital era, because in the era of society 5.0, they need superior and highly competitive human resources. To form superior and competitive HR, HR must have several competencies, including:

- Leadership is the ability to be a leader. In our current era, we are asked to be leaders, at least for ourselves, to make strong decisions against challenges and prepare ourselves for every situation. A great leader will make big decisions, which have an impact on the people they lead.
- Language skills, namely knowledge of foreign languages, especially English, are skills that must be possessed for this 5.0 revolution era. Currently, there are no boundaries that allow us to communicate across countries, and it has become easier to communicate with different types of people around us. So, the world can speak internationally, and that is the only. Required in era 5.0. The ability to speak foreign languages, especially English, is a must. Because every technology-based system today has provided instructions for use in English, how can we operate advanced technology and compete if we operate technology with foreign language guidance? We do not understand IT Literacy.
- Writing skills, namely the ability to write are important. Good writing skills will encourage us to be more creative in creating writing that is useful for the public. By writing, we can express the ideas and ideas that we have, and new thoughts and innovations can be transmitted in entering the era of Society 5.0.
- IT competence means that in the 5.0 era where IT technology is the main driver, all scientific literature can be searched on the internet. In this 5.0 era, motivated people are needed to develop and improve their knowledge. In this 5.0 era, all knowledge can be searched through the internet. This should allow us to gain more extensive, accurate, and unlimited knowledge, as all data from that period can be easily searched through the internet.

According to (Hasibuan, 2021) ten skills must be possessed by competitive HR, namely:

- Complex Problem Solving is a skill that must be possessed by every individual that arises naturally through hard work and life experience in solving every problem that exists.
- Critical Thinking, namely the ability of everyone to always think clearly and deeply about a problem and make logical judgments.
- Creativity, that is, everyone must be able to further develop his creativity well and continuously in getting new ideas.
- People Management, namely the ability to manage people wisely, efficiently, and humanely to achieve common goals through a competitive and long-term approach to human resource management, effective human resource management, and efficient personnel management.
- 5. Coordination with Others, namely the ability of everyone to develop cooperation and other parties to support success in achieving a goal.
- Emotional Intelligence, namely the ability of everyone to get new ideas creatively on an ongoing basis to be able to win the global competition.
- Judgment and Decision Making, namely the ability to take a decision quickly and accurately















- 8. Service Orientation, namely the ability to always prioritize the best service for customers so that they can get loyal customers.
- Negotiation, namely the ability to carry out negotiations and agreements that are desired by both parties or more without disputes so that a good and mutually beneficial relationship is maintained.
- 10. Cognitive Flexibility, namely the ability of everyone to handle the characters of different people well so that it can be a form of good cooperation.

To succeed in achieving society 5.0, there are three levels of individual competence that must be improved, namely:

- 1. Interpersonal Competence
 - Interpersonal competence includes communication, collaboration (virtual), social intelligence, and intercultural competence.
- 2. Interpersonal Competencies
 - Intrapersonal competencies include critical thinking, reasoning, adaptive thinking and integration, transdisciplinary, and self-direction.
- 3. Improving ICT skills
 - ICT skills include expertise in information and communication technology, computational thinking, social media literacy, and information security awareness.

Technology

Technology is a tool created to improve the goodness of human life, not to threaten human existence itself. According to Tjandrawinata (2016), the rapid development of information technology is currently happening in all fields, new technologies, and approaches that combine real, digital, and fundamental.

In the era of the industrial revolution 4.0, manufacturing technology has entered the trend of automation and data exchange. These include cyber-physical systems, the internet of things (IoT), cloud computing, and cognitive computing. According to Gunawan (2019:9), the products produced in the era of the industrial revolution 4.0 are as follows:

- 1. Robot
- 2. 3D Printing
- 3. Full autonomy vehicle
- 4. Artificial intelligence
- 5. Internet for everything
- 6. Nanotechnology
- 7. Biotechnology
- 8. Physical Cyber System
- 9. Quantum Computing
- 10. Virtual reality

The Industrial Revolution 4.0 has several challenges such as the lack of appropriate skills, security problems in communication technology, the reliability of the stability of production machines, the inability to change the parties involved, and the number of unemployed due to the shift to automation.

In facing the era of society 5.0, every country in the world is expected to be able to adopt the concept of community life in the era of technology and information which is marked by the development of Artificial Intelligence, Robotics, Automation, Big Data, and the Internet of Things (Faruqi, 2019; Fukuyama, 2018). One example of products produced in the era of society 5.0 are drones, household appliances (Al home equipment), medical care/nursing, smart work, smart management, and autonomous vehicles.

METHODS

This study uses a type of library research or literature review, which is a series of studies related to library data collection methods or research whose research objects are explored through various library information, including books, encyclopedias, scientific journals, newspapers, magazines, and documents (Sukmadinata, 2009).

The reason the author uses the library research method is that it is following the problem under study, namely examining, and finding various theories, laws, propositions,















principles, or ideas contained in the body of academic-oriented literature used to analyze and solve questions. The research was formulated in the form of a strategy to increase the competence of LA3-BRIN HR which is competitive in facing the challenges of the 4.0 disruption era.

The author chooses the descriptive analysis method because this study analyses and presents facts systematically so that it can be easier to understand and conclude ongoing events and current conditions. Descriptive is a method that aims to describe or provide an overview of an object of research that is studied through samples or data that have been collected and draw conclusions in general (Sugiyono, 2015).

Library technique is a method of collecting data on various materials contained in the library, such as newspapers, books, magazines, manuscripts, documents, and so on that are relevant to research (Koentjaraningrat, 1983). After the data is collected, data analysis is carried out by organizing the data, breaking it into units, synthesizing it, arranging it into a pattern, choosing what is important and what will be studied, and making conclusions.

RESULT AND DISCUSSION

The Industrial Revolution 4.0 era has opened opportunities for LA3-BRIN Human Resources to learn and teach new skills that cannot be achieved with AI, explore unknown talents, and create a new generation of professionals in more diverse fields.

Global Risk of the World Economy 2017 states that 4IR has the potential to increase the level of income and quality of life of all people (Savitri, 2019). The positive aspects of 4IR are value creation, more efficient work processes, and the formulation of new business models (Roblek et al, 2016)

The Industrial Revolution 4.0 was created to facilitate human labor, but behind these lucrative opportunities, of course, there are challenges that we face in the 4IR era. The main thing for Indonesia in tackling 4IR is digital scarcity due to a lack of knowledge of human resources to optimize digital technology and infrastructure (Berita Satu, 2018). If not managed properly, the rapidly evolving 4IR technology will harm all production, management, and government systems on a global scale.

According to Mello (2015), the challenges for organizations to respond to new technological changes are as follows:

- 1. The need to improve the skills and work habits of employees.
- 2. The elimination of low-level positions and managerial levels.
- 3. Reduced hierarchy, more cooperation or collaboration oriented
- 4. The lives of workers in the 4IR era are dominated by self-directed striving for personally valued career outcomes.

The development of automation technology to meet cyber technology has its challenges for LA3-BRIN as follows:

- 1. The business process (business process) will undergo many changes so that employees who were originally productive become unemployed employees (Putri, 2019).
- 2. Organizational restructuring requires adjustment, matching, and rearrangement of the composition, number, and quality of human resources needed (Putri, 2019).
- 3. Resistance to changes in the culture of the learning process because most of the employees at the Ministry of Finance of the Republic of Indonesia are millennials and are technology literate, but there are still some employees who are accustomed to classical training and the previously established status quo (Tolla, 2019).

The Fourth Industrial Revolution (4IR) era demands the readiness of LA3-BRIN human resources who are reliable, innovative, creative, entrepreneurial, and have 10 (ten) skills, as follows:

- 1. Complex problem solving
- 2. Critical thinking
- 3. Creativity
- 4. People management
- Coordinating with other













- 6. Emotional intelligence
- 7. Judgment and decision making
- 8. Service orientation
- 9. Negotiation
- 10. Flexibility

The strategies for improving skills and updating skills carried out by LA3-BRIN include:

- 1. Leading Change Training.
- 2. Workshop
- 3. Human Capital Development Plan
- 4. Knowledge Capture
- 5. Open Class
- 6. Basic Training
- 7. Modern E-Learning
- 8. Financial Education and Training Agency
- 9. Flexible Working Space

The era of the industrial revolution 4.0 opens opportunities for human resources (HR) to have expertise that is following technological developments. For this reason, it is necessary to implement an HR upskilling or reskilling program based on the current needs of the industrial world. The competencies needed by LA3-BRIN are HR who have talent because talent is the key or important factor for the success of industry 4.0 implementation.

Four basic qualifications and competencies are needed to face the world of work in the era of the industrial revolution 4.0.

- 1. Educational competence, internet-based learning competence of things as a basic skill in this era.
- 2. Competence for technological commercialization, namely the competence to bring and have an entrepreneurial attitude (entrepreneurship) with technology for the work of innovation.
- 3. Competence in globalization, a world without barriers, not stuttering about various cultures, hybrid competencies, namely global competence, and excellence in solving problems.
- 4. Competence in future strategies, the world is easy to change and run fast, so competence predicts precisely what will happen in the future and its strategy, through joint lectures, joint research, joint resources, staff mobility, and rotation.

Strategies to increase LA3-BRIN's HR that are competitive through training, education, coaching, recruitment, system changes, opportunities, and reward programs. All of that will not be enough to survive the challenges in the era of disruption 4.0 towards the era of society 5.0, which demands the readiness of human resources who have attitudes, enthusiasm, critical thinking, creativity, communication, and collaboration.

The creativity of human resources, supported by training, education, and knowledge development, becomes a means for the emergence of innovation to create creative ideas, new products, and interesting ideas.

A government institution without creativity will result in the institution being left behind and its performance in the public spotlight, criticism, and apathy toward the institution itself. According to Myhrvold, an employee whose mind is always filled with various creativity has a value of 1,000 times greater than an employee with an average achievement (Foster, 2005).

CONCLUSIONS

Based on the results of the explanation above, LA3-BRIN improves the competence of competitive human resources by (1) Educational competence, internet-based learning competence of things as a basic skill in this era. (2) Competence for technological commercialization, namely the competence to bring and have an entrepreneurial attitude (entrepreneurship) with technology for the work of innovation. (3) Competence in globalization, a world without barriers, not stuttering about various cultures, hybrid competencies, namely global competence, and excellence in solving problems. (4) Competence in future strategies, the world is easy to change and moves fast, so they have













the competence to predict exactly what will happen in the future and their strategies, through joint lectures, joint research, joint resources, staff mobility, and rotation.

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