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## Development and Training to improve human resources to face society 5.0

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**Abstract:** The rapid development of technology today means that humans must easily adapt quickly to current technology so that life in all its aspects is not disrupted by technology. In this research, researchers will examine follow-up actions in terms of human resource management to prepare human resources who are ready to face society 5.0. In this research, the researcher used a research method with a case study method where human resources were the central point in the research. With qualitative research methods, the researcher holds the key to the research and becomes the most important research tool. In this research, data collection methods were also used before entering the case study method, because the data in research is an important thing in it. In this research, results and discussions were found to prepare human resources who are ready to face society 5.0, as follows: (1) HR Training and Development; (2) Cross-Functional Training; (3) Language Training and Development; (4) Technology Training and Development; (5) Developing HR Creativity; (6) Critical thinking skills training; (7) Leadership Training; (8) Management training.

**Keywords:** Human Resources, society 5.0, training and development.

### INTRODUCTION

Human resources are one of the important factors in a company to achieve its goals and objectives, because human resources are one of the determining factors for the success or failure of a company in achieving its goals. One thing that must be considered in managing human resources is employee work placement. Companies really need competent and quality human resources, especially in this era of globalization. All business organizations must be ready to adapt and strengthen themselves in order to compete so that they are able to answer all challenges in the future. Human resources in this case are employees who always play an active and dominant role in every organizational activity because humans are planners, actors and determinants of the realization of goals.

Human resource management (HRM) is a process that handles various problems within the scope of employees, employees, workers, managers and other workers to be able to support the activities of an organization or company to achieve predetermined goals. The role of human resources becomes increasingly important when associated with global

developments which are full of competition between organizations. One way that organizations face competition is by empowering and exploring all the potential of their human resources to the fullest. In line with this, an organization needs to increase its attention to the quality of its employees, both attention in terms of the quality of knowledge and skills, career and level of welfare, so that it can increase employee achievement and motivation to give all their abilities in achieving organizational goals.

## Society 5.0

The industrial revolution was a major change in technology that caused changes in the way humans live and work processes. The occurrence of the industrial revolution 4.0 created a new color in the phase of technological progress. In other words, Era 4.0 means the world has been enveloped in technology (internet of things-IoT). However, does the industrial revolution 4.0 always have a positive impact on society? In fact, the industrial revolution 4.0 presents challenges that the business world must face, including the lack of capable human resource skills so that many people lose their jobs because everything has become completely automated.

The development of technology in the 4.0 era gave rise to a new idea from Japanese civilization, namely Society 5.0, which was presented at the 2019 World Economic Forum in Davos, Switzerland. Quoting from the World Economic Forum (WEF), a statement by the Japanese prime minister, Shinzo Abe, explained that "in society 5.0 it is no longer capital but data that connects and moves everything, helping to fill the balance between the rich and the less fortunate. Medical and educational services, from elementary to tertiary level will reach small villages." In other words, Society 5.0 is an era where all technology is part of humans themselves. The existence of Society 5.0 certainly has a positive impact on society, including the emergence of new business model ideas, there are new jobs and professions and it is the best solution for producing products. However, the Society 5.0 era also has a negative impact, namely that many old jobs and professions are being lost to time, the environment is being threatened, and human resources are being marginalized who are not superior, not competent and are unable to adapt to technological developments because they are unable to compete.

ProSTEM is a company that closely follows updates on technological developments, of course thinking about the methods and strategies that must be prepared so that ProSTEM human resources can excel and be highly competitive. Therefore, ProSTEM human resources must have several competencies including:

1. Leadership is the ability to become a leader. In this Society 5.0 era, ProSTEM human resources are required to become leaders for ourselves and have the courage to make strong decisions regarding challenges and be ready in any situation.
2. Language skills, namely, the ability to speak foreign languages, especially English. ProSTEM human resources must have foreign language skills because in this era there are no longer any barriers to communicating across countries. In addition, every technology-based system currently provides instructions for use in English, so foreign language skills are a must for ProSTEM human resources.
3. IT Literacy. In the 5.0 era, IT technology is the main driver. All knowledge can be searched using the internet. Therefore, ProSTEM human resources are needed who are 'literate' with technology, have the will to develop and improve knowledge.
4. Writing skills (ability to write). Good writing skills will encourage and hone creativity, new ideas or innovations.

5. Problem Solving (the ability to solve problems). This ability is very important for ProSTEM HR to have, because the 5.0 era is faced with unpredictable Volatility, Uncertainty, Complexity, Ambiguity (VUCA) conditions that can occur in this era.
6. Critical Thinking (critical thinking). ProSTEM HR must have this ability to be able to solve problems and find the source of the problem to its root. The ability to think critically and analyze problems that occur will enable ProSTEM HR to find effective and efficient solutions.
7. Creative. ProSTEM human resources must have high creativity. This is because in the 5.0 era everything is technology-based and we are still required to continue to innovate following the times.

With the seven competencies above, it is hoped that all ProSTEM human resources can have high competitiveness in the Society 5.0 era and of course can continue to advance ProSTEM, carrying out ProSTEM's vision and mission.

## Human Resources

Human Resources is a process and effort to recruit, develop, motivate and carry out comprehensive evaluations that are needed by the company to achieve its goals. In achieving company goals, HR must have a strategy. Human resource strategy is a plan regarding how the quality of human resources can develop in a better direction and increase work capabilities. And have good loyalty to the company. The aim of HR strategy is to manage the workforce and plan work so that people can be empowered effectively and efficiently. In managing human resources we also have to think about workforce planning, what is workforce planning? So, workforce planning is a way of determining employee policies related to workforce stability, work schedules and work rules. There are two policies for workforce stability, namely the first to follow demand precisely and the second to keep the number of employees constant.

Then the work schedule, currently people or companies implement a flextime policy, which means allowing employees to determine their own schedules. For example, with a date that is late for certain reasons but must be notified in advance. This policy is to provide more autonomy and freedom on the part of employees. The next thing is the work rules, many companies have classifications of who works and strict work regulations that state who can do what, when they can do it, and under what conditions they can do it. Work rules limit employee flexibility in work which will reduce the flexibility of operational functions.

## Work Design

Work Design is determining the tasks contained in a job for a person or a group. There are five components of work design, namely, job specialization, job expansion, psychological components, independent teams, and motivation and incentive systems. Labor Specialization is an event to help reduce the cost of a multi-skilled mechanic workforce. Which can be achieved by: Development of dexterity and faster learning, Less time wasted, or Development of special tools. Job Expansion to modify jobs in various ways including job expansion, job rotation, job enrichment, and job empowerment. Psychological Component: An HR strategy must consider the psychological component of work design. These components focus on how to design jobs so that they meet some minimum psychological requirements including, Hawthorne (workplace) research, and core job traits. An independent team is a group of people who are empowered and work together to achieve the same goal. Teams can be managed for short-term or long-term goals. These teams are effective because they provide employee empowerment, ensure the presence of core job

traits, and satisfy many of the psychological needs of individual members. Motivation and Incentive Systems, a discussion of the psychological components of a work plan provides insight into a number of factors that contribute to job satisfaction and motivation. In addition to these psychological factors, there are financial factors. By providing cash bonuses.

## RESEARCH METHODS

Data Collection Methods According to Sugiyono (2013:224) data collection techniques are the most strategic step in research, because the main goal of research is to obtain data. A. Interview Technique, According to Esterberg in Sugiyono (2013:231) an interview is a meeting of two people to exchange information and ideas through questions and answers, so that meaning can be constructed on a particular topic. B. Observation/Observation Techniques, Sutrisno Hadi in Sugiyono (2013:145) states that observation is a complex process, a process that is composed of various biological and psychological processes. Two of the most important are the processes of observation and memory. C. Documentation Techniques, According to Sugiyono (2013:240) documents are records of events that have passed. Documents can be in the form of writing, images, or monumental works by someone. Documents in written form, for example diaries, life histories, stories, biographies, regulations, policies. Documents in the form of images, for example photos, live drawings, sketches and so on. Documents in the form of works, for example works of art, which can be in the form of pictures, sculptures, films and so on. Document study is a complement to the use of observation and interview methods in qualitative research.

## RESULT AND DISCUSSION

Every company or organization really needs to support competent and reliable employees, this is because human resources (HR) have a very important role in supporting the achievement of excellence and success of the company. According to Kuruppu et al. (2021), the success of an organization really depends on the quality of its human resources. Sihombing & Verawati (2020) explain that changes in the era of globalization require employees who have the ability to compete in business development. According to Ansah & Rita (2019), employees are the main asset of every organization because they play a major role in the company's success. According to Wiliandari (2014), the quality of an organization really depends on the quality of its human resources.

Humans are the driving force in thinking and planning in achieving organizational goals, so companies must pay attention to employee training and development in order to improve the abilities and competencies of their employees, so that they can have additional skills or can find out what potential is within them and realize that they are valuable assets owned by the company. Employee training programs are needed in order to increase employee competency and ability in carrying out their work, which ultimately supports the achievement of the goals and vision and mission of the company or organization. According to Karim (2019), the quality of an organization's human resources is very important for its success, so every organization must try to improve the quality of its workforce, one of which is through training and development programs.

Based on what was discussed in the research entitled Development and Training to improve human resources to face society 5.0, the following results and discussion were obtained: (1) HR Training and Development; (2) Cross-Functional Training; (3) Language Training and Development; (4) Technology Training and Development; (5) Developing HR Creativity; (6) Critical thinking skills training; (7) Leadership Training; (8) Management training.



## 1. HR Training and Development

The first example of HR training is skills training. This type of training is something that is often carried out by companies. An example of HR training and development that you can provide is a simple exercise to assess needs or deficiencies that will later be identified. HR retraining is an example of HR training that provides the skills needed by employees with the aim of being able to face changing job demands. Training and development of human resources (HR) in a company organization is an effort to improve the quality of employee work life so as to produce products and services of the highest possible quality with planned targets. This program is closely related to structured, systematic efforts, aimed at achieving mastery of skills and abilities in the field of work, knowledge about the field of work an employee is currently involved in, and soft skills for employees and employees.

Therefore, employees as company assets must have the opportunity to participate in training and human resource development (Human Resource Development), so that every employee in a company can discover and unleash potential within themselves that may still be hidden. Training and development (Training and Development) refers to the total structure and programs inside and outside of employee work that the company uses to develop skills and knowledge, especially for job performance and career promotion. Usually training refers to developing vocational skills that can be used immediately.

## 2. Cross-Functional Training

The next example of HR training is cross-functional training that involves employees carrying out work activities in other fields. An example of HR training and development that you can provide is by improving communication and synergy between one functional group and another.

## 3. Language Training and Development

Language is one of the most important aspects in the world of work. It could even be an investment for employees in the future. This type of HR training can improve employees' foreign language skills and communication and provide added value for them. Examples of HR training and development that you can provide are English, Mandarin, Japanese, Korean or other foreign language training.

## 4. Technology Training and Development

Technology training is one type of HR training that should not be missed. As time progresses, technology also develops. Examples of HR training and development that you can provide are digital marketing, developer training and administrative matters.

## 5. Develop HR Creativity

Another example of HR training that can be provided by companies is HR creativity training. The aim of this training is to provide employees with the opportunity to express as many ideas as freely as possible. Later, the ideas collected can be used as a basis for developing the company.

## 6. Critical Thinking Skills Training

Critical thinking skills training is training that provides skills to think critically and analytically, solve problems, and make the right decisions.

## 7. Leadership Training

Leadership training is training that provides knowledge and skills about how to be an effective leader, manage a team, and develop business strategies. Leadership training expands an individual's capacity to perform leadership roles in

an organization. Leadership roles are those who facilitate the execution of corporate strategy through building alignment, winning mindshare and growing the capabilities of others. In leadership training, participants will learn about various important aspects of leadership, such as vision and mission development, effective communication skills, time management, decision making, conflict management, and sustainable leadership. Leadership training helps participants understand the importance of credibility and trust in leadership. A leader must have strong credibility in order to influence other people and gain support to achieve organizational goals. Leadership functions cover various aspects, including planning, organizing, directing, and controlling. A leader must be able to formulate strategies, manage resources, provide clear direction, and measure performance results.

## 8. Management Training

Management training is training that provides knowledge and skills about management, such as how to manage teams, manage projects and manage change. Training management is a series of training processes that are managed through various procedures or activities including training planning, training implementation and training evaluation by utilizing human resources, information, systems and funding sources while still paying attention to management functions, roles and expertise to produce training in accordance with objectives. and useful for participants. Optimal training management will result in effective achievement of training targets. The implementation of training should be managed optimally because it affects the quality of training output in accordance with the regulations that have been created as training management guidelines.

## HR Development Objectives

HR development has a definite goal. In general, the aim is to improve the quality of workers or individuals through education and training programs, but in detail the goals of human resource development are:

### 1. Can increase productivity at work

Benefits of human resource development Good productivity is something that every company needs. If productivity increases, the work produced also increases. The results are many multiple profits. The hope is that every day the productivity of all employees will be high. To get it, there must be an injection of performance from the company through HR development.

### 2. Reduce product damage

The benefits of developing human resources. Salah is natural. However, for the company, an error in work that results in product damage is certainly a big loss. Minor errors can still be tolerated, but if they occur repeatedly they will cause big problems. This indicates that the employees doing the work are not reliable or are having problems. Therefore, this needs to be kept to a minimum. HR development ensures that product errors can be minimized. Employees who will be accepted will be given training first to explore the extent of their abilities in carrying out tasks and achieving the requested targets.

### 3. Ensure everything runs efficiently

HR development objectives If employees carry out tasks inefficiently, this will impact time effectiveness. Instead of wanting to do something until it is perfect, if the work is slow, other tasks will not be completed. Therefore, HR trains employees to carry out their tasks skillfully, well and efficiently.

### 4. Improve Leadership Attitude

HR development goals In essence, every human being is a leader. At least for himself. But in reality, not all employees are able to lead others. What's more, if the employee is irritated or not assertive, even though for example he is the boss of another employee. So, HR development aims to improve leadership attitudes. There are a series of activities that will enable employees to have a leadership spirit. The spirit of leadership makes employees know how big a portion of their work is. Employees must also be able to make the right decisions. Employees must be independent and not depend on others. That spirit is what is sought to be cultivated through human resource development.

## 5. Create employee or human morale

HR development goals Good morals are an absolute obligation for an employee. Honesty, humility and willingness to work hard are number one. Honesty is important, if an employee pretends to have done a task but actually hasn't done it yet. Honesty is an expensive item that must be cultivated by every employee. Many companies have been destroyed because of dishonesty. If employee morale is good, a comfortable and conducive work atmosphere can be created. Every employee respects and supports each other, the working atmosphere is pleasant. A pleasant atmosphere will have an impact on work ethic. Always feeling happy every time you complete a task will have an impact on good work results.

## 6. Increase Remuneration

HR development objectives When human resource development is carried out, the quality of workers gets better, as a result, efforts to recompense services are carried out well.

## 7. Increase Productivity

Training and development can help employees improve their skills, knowledge and abilities in carrying out job tasks. Thus, they can work more efficiently and effectively, which will ultimately increase overall work productivity.

## 8. Improve Performance

Training and development can help employees hone skills and competencies relevant to their jobs. By increasing skills and competencies, employees can carry out their duties better, produce higher performance, and achieve work targets set by the organization.

## 9. Increase Motivation

Through training and development, employees can feel valued and empowered by the organization. They can feel that the organization is investing in their development, which can increase their motivation and dedication to their work. Motivated employees tend to have better quality work and are more committed to achieving organizational goals.

## 10. Increase Job Satisfaction

Training and development can help employees feel more confident and able to improve employee performance in carrying out their duties. This can increase their job satisfaction, which in turn can reduce stress, increase loyalty, and reduce employee turnover rates.

## 11. Increase Adaptability

In a world of work that continues to develop, training and development can help employees face changes that occur in the work environment. By

improving their skills and knowledge, employees can more easily adapt to change and have the flexibility necessary to face new challenges.

## CONCLUSION

Research using human resources as the object of this research using qualitative research methods with the case study method obtained the following results and discussion: (1) HR Training and Development; (2) Cross-Functional Training; (3) Language Training and Development; (4) Technology Training and Development; (5) Developing HR Creativity; (6) Critical thinking skills training; (7) Leadership Training; (8) Management training. HR development has a definite goal. In general, the aim is to improve the quality of workers or individuals through education and training programs. This, training and development is necessary and very necessary for human resources to improve performance which will benefit the employees themselves and the company. Human Resource Development Training and development of HR (human resources) in a company organization is an effort to improve the quality of employee work life so as to produce products and services of the highest possible quality with planned targets.

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