ABSTRACT

SRI RAHAYU MODJO. Human Resources (HR) Competencies in PDDIKTI Operators in LLDIKTI Region XVI. Guided by ROBIN PAKUDU as Supervisor 1 and RUSLY ABDURRAHAN IDJI as Supervisor 2.

This study aims to examine the Human Resources (HR) Competencies of PDDIKTI Operators in LLDIKTI Region XVI using a qualitative method with a descriptive approach. The results of the study show that the human resource competence of PDDIKTI operators still needs to be improved based on three competency indicators: knowledge, expertise, and attitude. In the knowledge indicator, most operators have an adequate understanding of the PDDIKTI system through independent learning or peer guidance. However, there are limitations in mastering the Database Management System (DBMS), especially at the leadership level, due to the lack of formal training. In terms of skill indicators, operators are not skilled enough in operating DBMS effectively to support work. Their understanding tends to be limited to specific tasks and is not comprehensive to all system functions. In terms of attitude indicators, the motivation and work responsibility of the operators are relatively good despite facing major challenges, such as data complexity. However, work ethics and communication are not optimal because there is no special training related to this aspect. In conclusion, improving the competence of PDDIKTI operators requires formal training and Technical Guidance (Bimtek) which includes technical and non-technical aspects.

Keywords: Competence. Operator, HR

ABSTRAK

SRI RAHAYU MODJO. Kompetensi Sumber Daya Manusia (SDM) Pada Operator PDDIKTI di LLDIKTI Wilayah XVI. Dibimbing oleh ROBIN PAKUDU sebagai Pembimbing 1 dan RUSLY ABDURRAHAN IDJI sebagai Pembimbing 2.

Penelitian ini bertujuan untuk mengkaji Kompetensi Sumber Daya Manusia (SDM) Operator PDDIKTI di LLDIKTI Wilayah XVI menggunakan metode kualitatif dengan pendekatan deskriptif. Hasil penelitian menunjukkan bahwa kompetensi SDM operator PDDIKTI masih perlu ditingkatkan berdasarkan tiga indikator kompetensi: pengetahuan, keahlian, dan sikap. Pada indikator pengetahuan, sebagian besar operator memiliki pemahaman memadai tentang sistem PDDIKTI melalui belajar mandiri atau bimbingan rekan kerja. Namun, terdapat keterbatasan dalam penguasaan Database Management System (DBMS), terutama di tingkat pimpinan, akibat minimnya pelatihan formal. Pada indikator keahlian, para operator belum cukup terampil dalam mengoperasikan DBMS secara efektif untuk mendukung pekerjaan. Pemahaman mereka cenderung terbatas pada tugas spesifik dan belum menyeluruh terhadap seluruh fungsi sistem. Pada indikator sikap, motivasi dan tanggung jawab kerja para operator tergolong baik meskipun menghadapi tantangan besar, seperti kompleksitas data. Namun, etika kerja dan komunikasi belum optimal karena belum adanya pelatihan khusus terkait aspek ini. Kesimpulannya, peningkatan kompetensi operator PDDIKTI memerlukan pelatihan formal dan Bimbingan Teknis (Bimtek) yang mencakup aspek teknis dan non-teknis.

Kata Kunci: Kompetensi. Operator, SDM