



Human Resource Management Training To Improve The Performance Of Social Organizations In Optimizing Community Empowerment Programs

Pelatihan Manajemen Sumber Daya Manusia Untuk Meningkatkan Kinerja Organisasi Sosial Dalam Mengoptimalkan Program Pemberdayaan Masyarakat

Aggy Pramana Gusman, Harkamsyah Andrianof, Okta Andrica Putra
 Universitas Putra Indonesia YPTK
 e-mail: apgusman@gmail.com

<p>Article History: Received: 28 September 2024 Revised: 1 November 2024 Accepted: 7 Desember 2024 Published: 8 Desember 2024</p>	<p>Abstract Human resource management (HR) training is very important in improving the performance of social organizations in society. In Koto Parak Padang Village, many social organizations focus on community empowerment, but most face obstacles in effective human resource management. Therefore, this community service aims to provide training to managers and members of social organizations in Koto Parak Padang Village about the basic principles of HR management and ways to optimize organizational performance. This training covers topics such as HR planning, recruitment, training, career development, and performance evaluation. Apart from that, participants are also trained in managing conflict and building effective communication in social organizations. The method used in this service is a participatory approach, where participants are actively involved in group discussions and share experiences. Data is collected through surveys and interviews to determine more specific training needs and to evaluate changes after training. The expected result of this activity is an increase in the capacity of managers and members of social organizations in managing human resources more professionally, which in turn can increase the effectiveness of the community empowerment programs being implemented. Thus, it is hoped that this training can make a significant contribution to social and economic development in Koto Parak Padang Village.</p> <p>Keywords: HR Management, Social Organization, Community Empowerment, Training, Effective Communication, Performance Evaluation</p>
	<p>Abstrak</p>



	<p>Pelatihan manajemen sumber daya manusia (SDM) sangat penting dalam meningkatkan kinerja organisasi sosial di masyarakat. Di Desa Koto Parak Padang, banyak organisasi sosial yang fokus pada pemberdayaan masyarakat, tetapi sebagian besar menghadapi kendala dalam pengelolaan sumber daya manusia yang efektif. Oleh karena itu, pengabdian masyarakat ini bertujuan untuk memberikan pelatihan kepada pengelola dan anggota organisasi sosial di Desa Koto Parak Padang tentang prinsip-prinsip dasar manajemen SDM dan cara-cara mengoptimalkan kinerja organisasi. Pelatihan ini mencakup topik-topik seperti perencanaan SDM, rekrutmen, pelatihan, pengembangan karir, dan evaluasi kinerja. Selain itu, peserta juga dilatih dalam mengelola konflik dan membangun komunikasi yang efektif dalam organisasi sosial. Metode yang digunakan dalam pengabdian ini adalah pendekatan partisipatif, di mana peserta terlibat aktif dalam diskusi kelompok dan berbagi pengalaman. Data dikumpulkan melalui survei dan wawancara untuk menentukan kebutuhan pelatihan yang lebih spesifik dan untuk mengevaluasi perubahan setelah pelatihan. Hasil yang diharapkan dari kegiatan ini adalah peningkatan kapasitas pengelola dan anggota organisasi sosial dalam mengelola sumber daya manusia secara lebih profesional, yang pada gilirannya dapat meningkatkan efektivitas program pemberdayaan masyarakat yang dilaksanakan. Dengan demikian, diharapkan pelatihan ini dapat memberikan kontribusi yang signifikan bagi pembangunan sosial dan ekonomi di Desa Koto Parak Padang.</p> <p>Kata kunci: Manajemen SDM, Organisasi Sosial, Pemberdayaan Masyarakat, Pelatihan, Komunikasi Efektif, Evaluasi Kinerja</p>
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INTRODUCTION

Koto Parak Padang Village is an area that has great potential in terms of community empowerment. Various social organizations in this sub-district have been formed to support various programs aimed at improving the welfare and quality of life of the community. However, even though many organizations are already running, they often face obstacles in terms of managing human resources (HR), which is a key factor in the success of an organization. A lack of understanding of good HR management often hinders the effectiveness of organizations in carrying out their programs.

Effective HR management is very important to improve the performance of social organizations, because HR is one of the main assets in every organization. Without good management, an organization will have difficulty achieving its stated goals. Therefore, training on HR management is something that is really needed by managers and members of social organizations in Koto Parak Padang Village. This training is expected to provide the basic knowledge needed to manage human resources professionally, as well as create a productive and harmonious work environment.



In an effort to improve the quality of HR management, this training will prioritize several important aspects of HR management, including HR planning, effective recruitment, training and career development, and performance evaluation. Apart from that, this training will also discuss ways to manage conflict within the organization and the importance of effective communication between members. With this training, it is hoped that every social organization can improve their performance in carrying out community empowerment programs more optimally.

The method used in this community service is a participatory approach, where participants are actively involved in each training session. Group discussions and case studies will be part of the training to ensure participants understand the material in depth and can implement it in their organizations. Apart from that, data collection through surveys and interviews will also be carried out to identify specific problems faced by social organizations in Koto Parak Padang Village related to HR management.

By holding this training, it is hoped that social organizations in Koto Parak Padang Village can increase the capacity of managers and members in managing human resources more effectively. It is hoped that this capacity increase will ultimately have a positive impact on the effectiveness of community empowerment programs, as well as improving the quality of social and economic life of the community in Koto Parak Padang Village as a whole. This training also aims to create social organizations that are more professional, competitive and sustainable.

METHOD

The implementation of this community service uses a participatory approach which aims to actively involve managers and members of social organizations in each stage of training. The participatory approach is expected to create higher involvement from participants, so that the material presented can be understood and applied well. The training process is designed to suit the diverse needs of participants, by prioritizing interaction, discussion and direct practice that is relevant to the context in Koto Parak Padang Village.

The first stage in this activity was problem identification which was carried out by conducting surveys and interviews with managers and members of social organizations in Koto Parak Padang Village. The aim of this stage is to explore the main problems faced in HR management, as well as find out more specific training needs. The data obtained from these surveys and interviews will be the basis for designing appropriate and relevant training materials.

The next stage is the preparation of training materials, which will cover important topics in HR management such as HR planning, recruitment, training and career development, as well as performance evaluation. Apart from that, the training material will also discuss techniques for managing conflict and building effective communication in social organizations. This material will be delivered through lecture methods, group discussions and case studies that are relevant to the experiences and challenges faced by participants in managing human resources in their social organizations.

This training will be carried out in several sessions, where each session is designed to provide opportunities for participants to interact, share experiences, and discuss solutions to the various problems they face. Group discussions will be an important part of each training session, so that participants can share understanding and experiences regarding HR management in their respective organizations. Apart from that, role play or simulation will



also be used to train participants in dealing with real situations that often occur in social organizations.

Evaluation and monitoring will be carried out periodically to measure the extent of changes that occur after training. This evaluation was carried out by conducting interviews and follow-up surveys with participants after the training was completed to assess whether they were able to apply the knowledge gained in managing the human resources of their social organizations. Thus, the success of this training can be measured by increasing the capacity of managers and organization members in managing human resources, which in turn can increase the effectiveness and sustainability of community empowerment programs in Koto Parak Padang Village.

This method is expected to create a comprehensive and sustainable learning process, so that it not only provides theoretical knowledge but also practical skills that can be directly applied in social organization activities in Koto Parak District, Padang.

RESULTS AND DISCUSSION

The implementation of human resource management (HR) training carried out in Koto Parak Padang Village showed encouraging results, both in terms of participants' understanding of the material presented and implementation of the skills they acquired in managing social organizations. Post-training evaluations conducted through surveys and interviews with participants provide a clear picture of the significant changes that occurred after the training. Based on the data collected, the following are some of the results obtained:

1. **Increased Understanding of HR Management:** Before the training, the majority of participants had limited understanding of HR management. After the training, 85% of participants reported a better understanding of HR planning, recruitment and career development, a significant increase from 45% previously.
2. **Increased Ability to Manage Conflict:** Before the training, only 50% of participants felt skilled at managing conflict. After the training, 80% of participants felt more confident in resolving conflicts through mediation techniques and open communication, which created a more harmonious work climate.
3. **Improved Effective Communication Skills:** Before the training, many participants had difficulty communicating clearly. After the training, 82% of participants reported improvements in their communication skills, both within the organization and with the community.
4. **Improved Skills in Planning Empowerment Programs:** Before the training, only 40% of participants felt capable of planning empowerment programs. After the training, 75% of participants felt better able to design and manage programs that were more structured and suited to community needs.
5. **Improving the Performance of Community Empowerment Programs:** Most previous empowerment programs were hampered by sub-optimal human resource management. After training, 85% of participants reported improved program performance, which was more coordinated and effective in achieving its goals.
6. **Increased Confidence of Managers and Organization Members:** Most participants felt less confident before the training. After the training, more than 80% of participants felt better prepared to lead, make decisions and face challenges in their organizations.

Table. 1 Increase in Social Organizational Performance After HR Management Training

No	Aspects evaluated	Before training	After training	Improvement (%)
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	(%)	(%)	(%)
1. Understanding of HR Management	45%	85%	40%
2. Ability to Manage Conflict	50%	80%	30%
3. Effective Communication Skills	55%	82%	27%
4. Ability in Program Planning	40%	75%	35%
5. Community Empowerment Program Performance	60%	85%	25%

Overall, the results of this training show a significant improvement in various aspects related to human resource management and the performance of social organizations in Koto Parak Padang Village. Participants' understanding of human resource management increased rapidly, their skills in managing conflict and effective communication also improved, and their ability to plan and implement community empowerment programs became more structured and efficient. All of this has a positive impact on the performance of social organizations in carrying out community empowerment programs that are more successful and have a wider impact.

Human resource management (HR) training carried out in Koto Parak Padang Village showed very positive results in increasing the capacity of managers and members of social organizations. This discussion will explain further the impact of training on human resource management, conflict management, communication, planning community empowerment programs, and improving the performance of social organizations, as well as explaining how this training is in line with the objectives of community service (PKM).

To get the values listed in the table, we carried out a quantitative evaluation using pre-test and post-test surveys. This survey is filled in by training participants before and after they take part in the training. Each aspect evaluated has a rating scale from 1 to 5, where 1 means very poor and 5 means very good. This assessment is carried out by participants based on their understanding of HR management, communication skills, program planning abilities, and other skills discussed during the training.

Pre-Test (Before Training): Participants are asked to assess their own abilities in various aspects to be trained, including understanding of HR management, conflict management, effective communication, and empowerment program planning. These scores reflect participants' subjective assessment of their skills at the start of training.

Post-Test (After Training): After training is complete, participants fill out the survey again with similar questions to assess changes in their understanding and skills. The results of this post-test are used to measure how much improvement has occurred in the skills that have been learned.

Improvement (%) Improvement in each aspect is calculated using the following formula:

$$\text{Increase (\%)} = \left(\frac{\text{Score Post-Test} - \text{Score Pre-Test}}{\text{Rather Pre-Test}} \right) \times 100$$

The results of this calculation describe the percentage change in participants' skills after participating in the training.

HR management training in Koto Parak Padang Village aims to improve HR management and community empowerment programs. Evaluation of training results shows significant improvements in several key aspects.

Increased Understanding of HR Management: Before the training, participants' understanding was limited, but after the training, 85% of participants showed a better understanding of HR, including recruitment and performance evaluation, an increase of 40%.



Increased Ability to Manage Conflict: Participants who felt able to manage conflict increased from 50% to 80%, with increased skills in mediation and constructive communication, which helps create harmony in the organization.

Increased Effective Communication Capabilities: Increased participants' communication skills from 55% to 82%, increased ability to convey and listen to information, facilitated coordination and implementation of empowerment programs.

Increased Skills in Planning Empowerment Programs: Participants who were able to plan empowerment programs increased from 40% to 75%, indicating increased ability in designing programs that are more structured and appropriate to community needs.

Improved Community Empowerment Program Performance: Empowerment program performance increased from 60% to 85%, thanks to improvements in HR management, communication and program planning.

Increased Self-Confidence of Organizational Managers and Members: More than 80% of participants reported increased self-confidence in making decisions and managing programs, which strengthens the leadership aspect in the organization.

In table 1. Improvement in the performance of Social Organizations after this HR Management Training, showed significant improvement, especially in understanding HR management (40%), which helped participants manage the organization more structured. Improvements in the ability to manage conflict (30%) and communication (27%) contribute to the smooth operation of the organization. The performance of the empowerment program increased by 25%, indicating the success of the training in improving organizational management and empowerment programs.

CONCLUSION

The HR management training carried out in Koto Parak Padang Village has had a significant impact on increasing the management capacity of social organizations in the area. Before the training, understanding of HR management, communication and empowerment program planning was still limited. However, after attending the training, participants showed a clear increase in their understanding and skills, especially in managing human resources in a more structured manner, managing conflict more effectively, and designing empowerment programs that are more targeted and in line with community needs. Apart from that, this training also plays an important role in improving communication between members of the organization and with the community. These better communication capabilities enable smoother coordination and easier to understand information, which ultimately supports more effective implementation of empowerment programs. Increasing skills in planning and managing empowerment programs also shows that social organizations in Koto Parak Padang Subdistrict are now better prepared to run programs that are more structured and have a direct impact on community welfare.

Another significant impact is increasing the self-confidence of managers and members of social organizations in facing challenges and making decisions. This increase shows that training not only provides technical skills, but also strengthens leadership aspects in the organization. Overall, this training succeeded in strengthening the management capacity of social organizations in Koto Parak Padang Subdistrict, which in turn improved the performance of community empowerment programs and had a positive impact on the local community.

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