

## Efficient Human Capital Investment in the ICT Industry in Indonesia

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### Abstract :

The purpose of this study is to investigate the development of human capital in industry and the involvement of information technology in improving company performance in Indonesia. This research is based on the theory of human capital and the influence of computer and information technology in influencing industries in various economic fields. This research was conducted in 2021 using a survey method using an online questionnaire that was sent to 125 IT companies in Indonesia, from 125 IT companies who were sent a questionnaire. There were 105 IT companies that participated in this research. For each company, we sent 10 questionnaires to 10 different people, so there were 1250 questionnaires sent to 125 companies and there were 677 respondents who answered the questions in this survey. The results of all the answers to this questionnaire were checked with each other and mutually triangulated with each other so as to give rise to a complete hypothesis because the purpose of this study was to investigate and analyze a hypothesis as a finding using descriptive qualitative methods. This study finds two important results in the development of studies of human and computer capital and information technology in business and economics. The first finding builds on the hypothesis that managers feel it is important to involve computers and information technology in their companies and support other companies that are their corporate partners to use computers and information technology for more effective and efficient business operations and support their increased competitiveness. Regarding human capital, most of the directors have the same opinion which is triangulated from the manager's answer which leads to the need for training and development of human resources and the need to create a comfortable and healthy working environment for the purpose of competitiveness and increasing employee productivity. The second finding forms the hypothesis that employees feel more comfortable and at home working with the application of human resource development in their work environment.

**Keywords:** Human Capital Investment, Indonesia, ICT Industry, Business

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### Introduction

Human capital and information technology since their emergence have attracted a lot of attention (Ahmed et al., 2021). Human capital and information technology have influenced various fields in the economy, ranging from business decisions, management, to the emergence of new things in economic studies such as fintech, blockchain, and cryptocurrency (Lee, 2019).

Human capital affects various things in business decisions, including human resource management. Studies related to human capital in the field of human resource management are becoming increasingly

popular studies. The involvement of information technology is also an important part of the study of human resources (Widarni & Bawono, 2021).

Computerization in human resource management is inevitable. Human resource management is getting optimal with increasing efficiency in the involvement of computer and information technology. Human capital is an important asset in the company even though it is invisible but has an influence on the performance of humans who are members of the company. Human capital can be developed through various human capital investment instruments such as education, training, health facilities, and security services in the workplace (Wilms,2020).

Computer and information technology in human resource management is involved in data collection, analysis, and reports related to human resources. This improves the quality of human resource development and training so that human resources can make an optimal contribution to the organization. The computer and information technology industry is directly involved in the development of computer and information technology that affects various areas of business and the economy. Computer and information technology ranging from hardware manufacturers and software manufacturers to computer and information technology supporting industries involved in the development of technology and its influence in various other industries today (Legacy et al., 2019)

Information technology is currently related to the internet network and is developing in the internet network including the emergence of blockchain technology which is currently increasingly massive being developed in conjunction with the development of computer and information technology (Kucherov et al., 2019). Computer technology facilitates company operations efficiently and is well monitored. Computer and information technology provide accurate and real-time information in the production process. Almost all high technology today involves computer and information technology (Macioszek, 2019)

The company's operations related to information as a real example of the era of computer and information technology contribute to the naked eye, starting from information on the coordinates on the destination map to the estimated time to destination and records of various shipping activities are real things in the involvement of computer and information technology in the transportation sector (Cho & Lee, 2020).

The purpose of this study is to investigate the development of human capital in industry and the involvement of information technology in improving company performance in Indonesia. This research is based on the theory of human capital and the influence of computer and information technology in influencing industries in various economic fields.

### **Research Method**

This research was conducted in 2021 using a survey method using an online questionnaire that was sent to 125 IT companies in Indonesia, from 125 IT companies who were sent a questionnaire. There were 105 IT companies that participated in this research. For each company, we sent 10 questionnaires to 10 different people, so there were 1250 questionnaires sent to 125 companies and there were 677 respondents who answered the questions in this survey. The results of all the answers to this questionnaire were checked with each other and mutually triangulated with each other so as to give rise

to a complete hypothesis because the purpose of this study was to investigate and analyze a hypothesis as a finding using descriptive qualitative methods.

The survey through the online questionnaire was sent to the directors, managers, and supervisors in each company with their identities kept confidential, including the answers. The delivery of questionnaires at various levels of management aims to be used to triangulate the answers of everyone who participates in one company and triangulate again in similar fields with the snowball method so as to form saturated information so that conclusions can be drawn in the form of hypotheses as to the output of this research.

### **Result and Discussion**

In this research activity, we found two important results in the development of the study of human capital and computer and information technology in business and economics. The first finding is the result of the manager's perspective in using software and information technology for business purposes as well as investment in human capital in the company through survey results through questionnaires with 402 questionnaires that we received or were returned to us, the questionnaires were answers from directors and managers in various fields.

The second finding is an employee perspective that can be hypothesized from the inputs and answers of supervisors who are in charge of observing employee performance and responding to complaints and the most intense communicating with employees through survey results through questionnaires with 275 questionnaires that we received or were returned to us. answers from supervisors in various fields.

The first finding builds the hypothesis that managers feel it is important to involve commuter and information technology in their companies and support other companies that are partners of their companies to use computer and information technology for more effective and efficient business operations and support their competitiveness improvement. Regarding human capital, most of the directors have the same opinion which is triangulated from the manager's answer which leads to the need for training and human resource development and the need to create a comfortable and healthy work environment for the purpose of competitiveness and increasing employee productivity.

The second finding forms the hypothesis that employees feel more comfortable and at home working with the application of human capital development in their work environment. This is indicated by a decrease in resignation requests and a slowdown in employee turnover. Even though there is a turnover, most of it is due to the period of service or the employee's time to retire. Regarding the involvement of computer and information technology from various corporate clients, they expressed pleasure and satisfaction. This is indicated by the increase in customers using information technology and computer services over time, reinforced by the increasing demand for the commuting and information technology industry in various fields ranging from hardware, software to industry or companies supporting the computer and information technology industry.

### **Conclusion**

This study finds two important results in the development of studies of human and computer capital and information technology in business and economics. The first finding builds on the hypothesis that managers feel it is important to involve commuters and information technology in their companies and support other companies that are their corporate partners to use computers and information technology

for more effective and efficient business operations and support their increased competitiveness. Regarding human capital, most of the directors have the same opinion which is triangulated from the manager's answer which leads to the need for training and development of human resources and the need to create a comfortable and healthy working environment for the purpose of competitiveness and increasing employee productivity. The second finding forms the hypothesis that employees feel more comfortable and at home working with the application of human resource development in their work environment. This is indicated by a decrease in resignation requests and a slowdown in employee turnover. Even though there are changes, most of them are due to years of service or the retirement of employees. Regarding the involvement of computers and information technology from various corporate clients, they expressed pleasure and satisfaction. This is indicated by the increasing number of customers using information technology and computer services from time to time, reinforced by the increasing demand for the commuting industry and information technology in various fields ranging from hardware, software to industries or companies that support the computer and information technology industry.

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