HADIRin (Human cApital Development Initiative and Responsibility for Indonesian Medical Team)

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Abstract. The progress of a country is not only assessed by the potential of its natural resources but the progress of a country is assessed by the potential of its human resources. One of the resources that can be developed is health resources because it supports the health of the nation. Researchers provide a solution, namely HADIRIN (Human Capital Development Initiative & Responsibility for Indonesian medical team). A learning model that aims to develop human resources in the health sector by utilizing technological developments. This research is a quantitative method research using primary data in the form of a questionnaire at Airlangga University Hospital. In this study, a total of 268 respondents (n = 268) were found who gave their opinions regarding statements ranging from strongly agree, agree, indifferent, disagree, and strongly disagree. Then the data were analyzed with SPSS to test the validity, reliability, descriptive, and regression tests on each variable relationship. In the validity test, it was found that all statements were valid statements because they had a correlation of >0.05 and a significance of <0.05 (α <0.05). Then in the reliability test, all statements are reliable data because they have a Cronbach Alpha's value of> 0.6. Then a descriptive test was carried out to determine the distribution of each data. Finally, a reliability test was carried out to determine the relationship between each variable. The results of this study indicate that in each R test the significance value is <0.05, and the direction of the regression coefficient is positive in the overall relationship between factors. The conclusion of this study is that the development of technology by considering the factors of technological characteristics, convenience, usefulness, habitual factors, and social factors has a positive relationship with the development of human resources in the health sector at Airlangga University Hospital.

Keywords: Human Development – Information Technology and Communication – Airlanga University Hospital.

1   Introduction

Technology and globalization are accelerating every day, in line with the increase in the elderly population, as well as changes in social patterns. Various problems in the world such as wars, natural disasters and economic crises have resulted in increasingly complex social problems. This context relates to the crisis that is also being faced in the world of health around the world. Countries with limited and imbalanced distribution

and ratio of health workers to population are exacerbated by a lack of capacity to identify and assess even more crucial issues related to the national health sector. As a result, it raises several questions that are fundamental to the status of human resources, the level of performance and employment issues in the health sector are still not answered concretely. In addition, the lack of comprehensive capacity, based on real data and the lack of agreement on definitions and tools for analysis, makes it difficult to monitor the capacity of health workers in various places, globally, nationally and regionally. This is still a major challenge in many governments that are still trying to manage it effectively over the long term. In addition, patients' expectations of healthcare professionals have shifted dramatically. This has created new problems in a critical component of the employment sector to then achieve national and global goals. This can be seen from the unequal distribution of the health workforce, which is actually a very important problem to improve performance and access to health services and systems, especially in developing countries [1][2][3]

In line with developments in other fields, the development of human resources in the world of health is very important to note. With highly developed technology, the human factor in the world of health cannot be removed. The development of human resources is important to note because technology cannot replace humans who have special specializations in their fields. Fatal mistakes in human resources in health care settings can be fatal. The hospital as a health facility is a complex organizational platform, because it blends technology-intensive, laborintensive and capital-intensive, so that hospital management becomes a separate discipline that produces technology and human behavior within the organization. Human resource development is an important part. The human resources (HR) that must be owned by a hospital in principle have been regulated through hospital accreditation by determining the number and specifications of the workforce and service support facilities that must be owned by a hospital. Resource development is the responsibility of Human Resource Development (HRD) management. A bad HR TEAM creates a bad HR selection too [4].

Human Resources (HR) needs to be standardized, such as in the fields of management and technology. If a hospital unit has standardized human resources in the field of management and technology, this is an indispensable component to face competition and create a hospital that has quality services. It is also an indicator to improve the image of the hospital and its profitability. Some of the problems that are often faced by HRD in hospitals, such as selecting the right employees. Hospitals have several special and specific jobs in a field, the presence of the right people in that field supports the continuity of work in the hospital. The selection of the right person is also limited by the number of experts who require long-term training to become experts in their fields. In addition to the right people, the problems often faced by HRD are also related to training [5].

Information, Communication & Technology (ICT) in general has its own enthusiasm due to its potential to expand the achievements of the limited supply of health services. The world of communication is rapidly growing (communication tools, Internet, websites, health applications) exponentially and increasingly innovative in its use. Information and Communication Technology (ICT) has been used as an important provider to support the delivery of integrated and coordinated health services. ICT

provides cross-professional and organizational information delivery and this is a crucial aspect of an integrated service model [6].

Based on the aspects described above, the researcher wants to examine problems related to health human resources, in this case the medical staff of the Airlangga University Hospital, so that problems will be drawn and thoughts will arise to solve these human resource problems with the title of the research. Our design is "HADIRin (Human cApital Decelopment Initiative and Responsibility for Indonesian Medical Team". In this case, an initial survey will be conducted on health workers, to measure the level of self-development of hospital medical staff towards their services, especially in relation to the use of appropriate technology in the development process.

2   Methods

2.1   Types of Research

This study uses quantitative methods. The data was obtained by using a questionnaire distributed through print and electronic means. Furthermore, the data that already contained the results of the respondents' opinions was changed in the form of numbers with a Likert scale and analyzed through SPSS software.

2.2   Research Time and Location

This research was conducted at the Airlangga University Hospital Campus C, Airlangga University, Jalan, Mulyorejo, Kec. Mulyorejo, Surabaya City, East Java. This research was carried out from January 2021 to December 2021 starting from making a research proposal, searching for respondent data, processing data, to compiling a research report.

2.3   Population and Sample

The population in this study were medical staff who worked at the Airlangga University Hospital. The population criteria set are 1. Medical staff who use/implement ICT learning models in their daily work. 2. The medical staff are permanent workers who work at the Airlangga University Hospital. This is in accordance with the notion of population, which is a collection of all elements or individuals and the researcher wants to make inferences or generalizations.

The sample in this study is limited to the medical staff of the Airlangga University Hospital which is the main center of human resources in the hospital and is representative as the research sample. Sample selection was carried out by following the principles of adequacy and suitability. The principle of adequacy means that data obtained from informants is expected to describe phenomena related to the research topic, while the principle of conformity means that the sample is selected based on the relationship between the sample and the research topic. Sampling using the slovin formula.

$$n = \frac{N}{1 + N\,(e)^2}$$

known with,
n= Minimum sample size
N= total population
e= margin of error

2.4 Data Collection

Data Collection Technique.

Data was collected by researchers by collecting primary and secondary data. Primary data was obtained based on the results of data collection through questionnaires and interviews, namely information and information obtained orally from informants. Secondary data is obtained from reports related to the problem under study. To assist during the data collection process, the researcher used an interview guide that contained a list of questions related to the topic to be studied

Research Instrumen.

In accordance with the characteristics of quantitative research, the research instrument is a questionnaire using the Likert method. In the implementation of questionnaires and interviews, researchers used the guidelines for making questionnaires and interviews accompanied by questions related to the material to be delivered.

Research Variable

Table 1. Research Data Variable

Latent Variable	Operational definition	Indicator Variables	Score	Information
Basic characteristics	Someone's data that shows their knowledge of technology	1.1 : I follow the latest technology development	Likert	Likert score assessment:
		1.2 : I understand the difference between various technologies		1. →STS : totally disagree
		1.3 : I understand ethical, legal, cultural and social issues related to the use of technology		2. →TS : Disagree
		1.4 : I can solve the problems that I get on the use of the computer		3. →N : Neutral
		1.5 : I have sufficient knowledge of how computers work		4. →S: Agree
		1.6 : I have the ability to use technology		5. →SS : Totally agree
		1.7 : I can use technology to solve various problems that exist		
		1.8 : I can use specific software or web to do work in the hospital		
		1.9 : I can use technology for presentation		
		1.10 : I can use technology to organize and communicate information about health and services in the hospital		
		1.11 : I can express my ideas, my values and myself on the use of technology		
		1.12 : I have enough opportunities to work with various technologies		
		1.13 : I know that I can use technology to understand health and work-related matters in a hospital		
		1.14 : I can use technology to process data and present it		
		1.15 : I have the ability to design something with technology		
		1.16 : I met a lot of people from using technology		
		1.17 : I imagine using technology can make the world a better place		
		1.18 : I believe using new technology people can find new ways to contribute		
		1.19 : it is important for me to teach others how to use technology		

		1.20 : I feel confident that I can learn using a computer		
		1.21 : I can contribute to my community/work with my computer skills		
		1.22 : I feel confident I can figure out how to use new things in computer programs		
		1.23 : I feel proud of myself when using the computer		
Technology usefulness (Perceived usefulness)	Variables that show the respondents' personal opinions on technology that they feel have a positive impact so far	2.1 : using new technology will allow me to complete services faster	Likert	Likert score assessment: 1 →STS : totally disagree 2 →TS : Disagree 3 →N : Neutral 4 →S: Agree 5 →SS : Totally agree
		2.2 : using new technology will increase my work effectiveness		
		2.3: using new technology will facilitate patient care and management		
		2.4 : costs are much lower when using new technology		
		2.5 : new technology related to my work		
		2.6 : my work would be difficult without this technology		
		2.7 : using new technology helps my tasks get done faster		
		2.8 : using new technology will increase my productivity		
		2.9 : new technology cost me more		
		2.10 : using new technology supports important aspects of my job		
		2.11 : my work is more hampered by this technology		
		2.12 : reduce the time I spend on unproductive work		
		2.13 : Using new technology will allow me to be in control of my work		
		2.14 : new technology makes it more difficult for me to estimate the required cost		
		2.15 : in general it helps to improve the quality of my work		
Ease of technology (Perceived ease of use)	A variable that shows the respondent's personal opinion on the level of ease of difficulty in using the technology used so far	3.1 : if I use new technology it will be easy for me to adapt	Likert	Likert score assessment: 1 →STS : totally disagree 2 →TS : Disagree 3 →N : Neutral 4 →S: Agree
		3.2 : I find this new technology inflexible to use		
		3.3 : it is not easy for me to become an expert in using new technology		
		3.4 : the use of new technology is easy to control		
		3.5 : learning to use new technology is easy for me		
		3.6 : I find it easy to use new technology according to my wishes		

			3.7 : my skills will be honed by using this new technology		5 →SS : Totally agree
			3.8 : new technology is easy to understand		
			3.9 : this new technology is easy to use		
			3.10 : if I have adapted to new technology, I will easily access all data regularly		
			3.11 : this new technology is blocking my skills from developing		
			3.12 : my work is getting more complicated with new technology		
			3.13 : this new tech hint confuses me		
			3.14 : I can use the new technology to its full potential		
			3.15 : new technology pushes me to keep getting better		
			3.16 : I don't need high skill to use this technology		
Habit Intention)	**(Behaviour**	Variables that show the impact of using technology that makes respondents use the technology in their daily lives	4.1 : if I use new technology it will be easy for me to adapt	Likert	Likert score assessment: 1 →STS : totally disagree 2 →TS : Disagree 3 →N : Neutral 4 →S: Agree 5 →SS : Totally agree
			4.2 : I plan to use (new technology) as often as needed		
			4.3 : if there is an opportunity to use it, I will use it for various existing jobs		
			4.4 : if I have (new technology), I will try to do various tasks with (new technology)		
			4.5 : I will recommend new technology to my coworkers		
			4.6 : in the next few months, I plan to continue to use meneurs		
			4.7 : I do not plan to use (new technology) in patient care		
			4.8 : I plan not to routinely use technology in my work		
			4.9 : I plan to use (new technology) for ease of service if it is available in my place		
			4.10 : I will recommend new technology to many people I meet		
			4.11 : I think that this technology will get better in the future		
			4.12 : I plan to use according to the task given to me		
			4.13 : I like to see a lot of people using this technology		
			4.14 : if given the opportunity to try (new technology), I am willing		

		4.15 : I only recommend this technology be used at certain times		
		4.16 : in my opinion, this technology can further lighten the existing work		
		4.17 : although it can help with work, new technology is not needed in my job		
		4.18 : I like having technology in my place		
		4.19 : I plan to use this technology in other places I work		
		4.20 : I will never use this technology again		
		4.21 : in the near future I plan to experiment with new technology		
		4.22: I'm really waiting for the development of new features		
		4.23 : I do not recommend the use of new technology		
		4.24 : I will try to use this new technology, if I see someone using it before me		
		4.25: technology cannot help in the future		
		4.26 : technology gives bad aspect to existing job		
Social influence	The influence of yourself on the existence of technology and their willingness to use existing technology	5.1 : using new technology will become a new symbol in my organization	Likert	Likert score assessment: 1 →STS : totally disagree 2 →TS : Disagree 3 →N : Neutral 4 →S: Agree 5 →SS : Totally agree
		5.2 : I am concerned about the impact of new technology on my work environment		
		5.3 : because of using new technology, people will look up to me more than anyone else		
		5.4 : I will try to use this new technology, if someone show me directly how to use it		
		5.5 : I think about how new technology can positively affect the work environment		
		5.6: people in my organization who use new technologies feel more valuable than those who don't		
		5.7 : my boss encourages me to use new technology		
		5.8 : relations with colleagues are better with this technology		
		5.9: other people will see that I have an advantage if I use technology		
		5.10 : I learned a lot from my work environment about this technology		
		5.11 : relations with superiors are better with this technology		
		5.12 : this new technology is used by important people in my place		

		5.13 : my coworkers often discuss good things about this technology		
		5.14 : the work environment is more attractive with this technology		
		5.15 : other people take me for granted when using this new technology		
Human Resource Development	Evaluation of the results of the intervention regarding the existence of new technologies and their benefits for their respective jobs Individual	6.1 : learning with technology is easy for me	Likert	Likert score assessment:
		6.2 : I can learn new technology easily		1 →STS : totally disagree
		6.3 : I met a lot of people from using technology		2 →TS : Disagree
		6.4 : I can create/design projects on the computer to complete my work		3 →N : Neutral
		6.5 : I am part of a virtual community on the internet where I give and receive input		4 →S: Agree
		6.6 : I have sufficient knowledge of how this technology works		5 →SS : Totally agree
		6.7 : I can express my ideas, my values and myself on the use of technology		
		6.8 : I can contribute to my community/work to the best of my ability		
		6.9: when working with someone using technology, I make sure the other person also understands what I'm doing		
		6.10 : it is important for me to teach others how to use technology		
		6.11 : I understand about ethics, legality, culture and social issues related to the use of technology		
		6.12 : I can solve the problems I have with the use of new technology		
		6.13 : I have sufficient experience with similar technology		
		6.14 : I can learn a new technology program that helps me express myself in many ways		
		6.15 : I feel confident that I can learn using this technology		
		6.16 : I know that I can use technology to understand health and work-related matters in a hospital		
		6.17: I can use technology to solve various problems that exist		
		6.18 : I have bad experience with similar technology		
		6.19 : I can use technology to organize and communicate information about health and services in the hospital		
		6.20 : I imagine positive things about using new technology for my community		

	6.21 : I can use technology to process data and present it
	6.22 : I feel proud of myself when I use this technology

Validity Measuring Tool.
    The data can be said to be valid if the questions on the questionnaire are able to provide value to something that is measured through the questionnaire. Questions in the questionnaire were tested on related factors. The validity test is calculated using the Pearson's product moment correlation method, which is calculating the correlation and between the score of the question items and the total score, the calculation results are compared with the critical value in the r-value table with a significance of 5% of the total sample. If the result of the calculation of the correlation of the moment product is greater than the critical value, then the instrument is valid, if it is obtained otherwise, the instrument is declared invalid.

Reliability Measuring Tool.
    Reliability requires repeated studies to produce the same results in every identical environment. To measure the reliability can use the Cronbach Alpha coefficient. Which will be calculated on the existing questionnaire items

Analysis Techniques.
Data analysis method is a method used to process research results to obtain a conclusion. In this study used quantitative research analysis techniques with analysis tools in the form of multiple regression.

3   Result

In the questionnaire data analysis, several stages of analysis were carried out starting from the data validity test, reliability test, descriptive test, and simple regression test. The total respondents obtained were 268 respondents who filled out the questionnaire through printed or electronic forms. The respondents are scattered in various fields of work at the Airlangga University Hospital such as the board of directors, specialist doctors, general practitioners, midwives, nurses, medical analysts, to the IT team.

3.1   Distribution of Questionnaire Data

In distributing the questionnaire data at the Airlangga University Hospital, the respondents were spread in various backgrounds including gender, age, job position at Airlangga University Hospital, and length of work.

Gender.
    The distribution of respondents' gender data can be seen in the following table

Table 2. Gender

Gender	Number of Respondents

Man	169
Woman	84

Age.

The distribution of respondents' age data can be seen in the following table

Table 3. Age

Age	Number of Respondents
16 to 20	0
21 to 25	85
26 to 30	90
31 to 35	59
36 to 40	24
41 to 45	8
46 to 50	0
51 to 55	1
56 to 60	0

Position.

In distributing the questionnaire at the Airlangga University Hospital, an analysis of the distribution related to the positions held by medical staff was carried out. The distribution of respondents' position data can be seen in the following table:

Table 4. Position

Work	Number of Respondents
Directors	3
Medical specialist	7
General practitioners	10
Nurse	115
Midwife	31
laboratory	27
Radiographer	14
IT Team	7
Pharmacist	11
Admin	38
Battra	3

Education.

In distributing the questionnaire at the Airlangga University Hospital, an analysis of the distribution related to the last education taken by the medical staff was carried out. The distribution of the latest education data can be seen in the following table:

Table 5. Education

Education	Number of Respondents
Junior/Senior High School	11

Diploma	103
Bachelor Degree	134
Master Degree	11
Doctoral	3

Working Time.

In distributing the questionnaire at the Airlangga University Hospital, an analysis of the distribution related to the length of work taken by medical staff was carried out. The distribution of long working data can be seen in the following table:

Table 6. Working Time

Length of work	Number of Respondents
< 1 year	68
12 years old	37
3 – 4 years	37
>4 years	128

3.2   Validity Test

The validity test of the questionnaire is an assessment to find out whether the questions asked in the questionnaire are valid questions to ask. A research question will be said to be valid if the correlation value is > 0.05 and the significance is < 0.05. In the research that has been carried out, the overall significance value is 0. While the correlation value described in the Pearson Correlation in each statement has a different value.

Table 7. Validity Test

Variable	Validity Test Results
Basic characteristics	Valid
Use of technology (*Perceived usefulness*)	Valid
Ease of technology (Perceived ease of use)	Valid
Habit (Behavior intention)	Valid
Social influence	Valid
Human Resource Development	Valid

3.3   Reliability Test

The reliability test of the questionnaire is intended so that the statements submitted to the respondents can be used even though they have been used repeatedly and produce valid statements for the answers given. According to Wiratna Sujerwni (2014), the questionnaire is a reliable question if Cronbah's Alpha value is >0.6

Table 8. Reliability Test

Variable	Crobach's Alpha . score	Reliability Results
Basic characteristics	0.948	Reliable
Use of technology (Perceived of Usefulness)	0.775	Reliable
Technological convenience (*Perceived ease of use)*	0.742	Reliable
Habit (*Behavior Intention*)	0.859	Reliable
Social Influence (Social Influence)	0.834	Reliable
Human Resource Development	0.834	Reliable

3.4   Descriptive Test

The descriptive test in this study was intended to determine the distribution of the data filled in by the respondents. In this study, the descriptive test carried out included the number of respondents who filled out their opinion on a statement represented by STS (Strongly Disagree), TS (Disagree), N (Normal), S (Agree), SS (Strongly Agree).

Table 9. Descriptive Test

No.	Statement	Respondent's Opinion									
		STS		TS		N		S		SS	
		n	%	n	%	n	%	n	%	n	%
1.	1.1	1	0.4	3	1.1	24	9	151	58.3	89	33.2
2.	1.2	0	0	10	3.7	63	23.5	150	56	45	16.8
3.	1.3	0	0	9	3.4	68	25.4	159	59.3	32	11.9
4.	1.4	2	0.7	14	5.2	58	21.6	158	59	36	13.4
5.	1.5	1	0.4	9	3.4	59	22	166	61.9	33	12.3
6.	1.6	0	0	6	2.2	47	17.5	170	63.4	45	16.8
7.	1.7	2	0.7	9	3.4	63	23.5	154	57.5	40	14.9
8.	1.8	0	0	14	5.2	57	21.3	163	60.8	34	12.7
9.	1.9	1	0.4	1	0.4	20	7.5	184	68.7	62	23.1
10.	1.10	1	0.4	2	0.7	42	15.7	183	68.3	40	14.9
11.	1.11	1	0.4	6	2.2	75	28	150	56	36	13.4
12.	1.12	0	0	11	4.1	69	25.7	156	58.2	32	11.9
13.	1.13	1	0.4	3	1.1	35	13.1	192	71.6	37	13.8
14.	1.14	0	0	5	1.9	47	17.5	180	67.2	36	13.4
15.	1.15	7	2.6	30	11.2	85	31.7	112	41.8	34	12.7
16.	1.16	1	0.4	12	4.5	46	17.2	153	57.1	56	20.9
17.	1.17	1	0.4	2	0.7	32	11.9	165	61.6	68	25.4

18.	1.18	2	0.7	2	0.7	33	12.3	172	64.2	59	22
19.	1.19	2	0.7	1	0.4	44	16.4	163	60.8	58	21.6
20.	1.20	1	0.4	3	1.1	46	17.2	170	63.4	48	17.9
21.	1.21	0	0	5	1.9	60	22.4	165	61.6	38	14.2
22.	1.22	1	0.4	12	4.5	64	23.9	146	54.5	45	16.8
23.	1.23	1	0.4	10	3.7	74	27.6	147	54.9	36	13.4
24.	2.1	1	0.4	1	0.4	15	5.6	156	58.2	95	35.4
25.	2.2	1	0.4	1	0.4	18	6.7	160	59.7	88	32.8
26.	2.3	0	0	2	0.7	15	5.6	164	61.2	87	32.5
27.	2.4	1	0.4	11	4.1	80	29.9	117	43.7	59	22
28.	2.5	0	0	5	1.9	61	22.8	146	54.5	56	20.9
29.	2.6	3	1.1	17	6.3	60	22.4	136	50.7	52	19.4
30.	2.7	1	0.4	3	1.1	39	14.6	158	59	67	25
31.	2.8	2	0.7	7	2.6	40	14.9	158	59	61	22.8
32.	2.9	2	0.7	44	16.4	109	40.7	82	30.6	31	11.6
33.	2.10	1	0.4	6	2.2	51	19	161	60.1	49	18.3
34.	2.11	18	6.7	96	35.8	86	32.1	49	18.3	19	7.1
35.	2.12	2	0.7	29	10.8	92	34.3	118	44	27	10.1
36.	2.13	0	0	4	1.5	62	23.1	168	62.7	34	12.7
37.	2.14	6	2.2	75	28	100	37.3	69	25.7	18	6.7
38.	2.15	1	0.4	6	2.2	38	14.2	175	65.3	48	17.9
39.	3.1	2	0.7	8	3	55	20.5	166	61.9	37	13.8
40.	3.2	7	2.6	51	19	129	48.1	67	25	14	5.2
41.	3.3	5	1.9	61	22.8	109	40.7	79	29.5	14	5.2
42.	3.4	0	0	11	4.1	97	36.2	126	47	34	12.7
43.	3.5	1	0.4	15	5.6	85	31.7	138	51.5	2	0.7
44.	3.6	1	0.4	8	3	89	33.2	144	53.7	26	9.7
45.	3.7	1	0.4	3	1.1	53	19.8	172	64.2	39	14.6

46.	3.8	1	0.4	10	3.7	85	31.7	141	52.6	31	11.6
47.	3.9	1	0.4	8	3	89	33.2	142	53	28	10.4
48.	3.10	2	0.7	6	2.2	46	17.2	165	61.6	49	18.3
49.	3.11	25	9.3	116	43.3	57	21.3	56	20.9	14	5.2
50.	3.12	17	6.3	113	42.2	80	29.9	47	17.5	11	4.1
51.	3.13	15	5.6	68	25.4	122	45.5	50	18.7	13	4.9
52.	3.14	1	0.4	10	3.7	104	38.8	127	47.4	26	9.7
53.	3.15	1	0.4	7	2.6	74	27.6	155	57.8	31	11.6
54.	3.16	7	2.6	51	19	119	44.4	77	28.7	14	5.2
55.	4.1	2	0.7	8	3	55	20.5	166	61.9	37	13.8
56.	4.2	1	0.4	9	3.4	47	17.5	179	68.8	32	11.9
57.	4.3	0	0	5	1.9	41	15.3	185	69	37	13.8
58.	4.4	1	0.4	2	0.7	40	14.9	181	67.5	44	16.4
59.	4.5	0	0	2	0.7	53	19.8	174	64.9	39	14.6
60.	4.6	0	0	5	1.9	77	28.7	152	56.7	34	12.7
61.	4.7	16	6	94	35.1	82	30.6	63	23.5	13	4.9
62.	4.8	18	6.7	104	38.8	93	34.7	44	16.4	9	3.4
63.	4.9	5	1.9	32	11.9	60	22.4	133	49.6	38	14.2
64.	4.10	1	0.4	6	2.2	73	27.2	158	59	30	11.2
65.	4.11	2	0.7	2	0.7	48	17.9	169	63.1	47	17.5
66.	4.12	3	1.1	0	0	32	11.9	195	72.8	38	14.2
67.	4.13	2	0.7	3	1.1	47	17.5	176	65.7	40	14.9
68.	4.14	1	0.4	3	1.1	42	15.7	162	60.4	60	22.4
69.	4.15	3	1.1	17	6.3	89	33.2	133	49.6	26	9.7
70.	4.16	2	0.7	6	2.2	69	25.7	148	55.2	43	16
71.	4.17	14	5.2	70	26.1	76	28.4	91	34	17	6.3
72.	4.18	2	0.7	20	7.5	56	20.9	149	55.6	41	15.3
73.	4.19	3	1.1	14	5.2	82	30.6	139	51.9	30	11.2

74.	4.20	29	10.8	100	37.3	79	29.5	50	18.7	10	3.7
75.	4.21	6	2.2	37	13.8	118	44	89	33.2	18	6.7
76.	4.22	1	0.4	13	4.9	73	27.2	151	56.3	30	11.2
77.	4.23	26	9.7	88	32.8	77	28.7	63	23.5	14	5.2
78.	4.24	6	2.2	39	14.6	100	37.3	107	39.9	16	6
79.	4.25	34	12.7	99	36.9	70	26.1	57	21.3	8	3
80.	4.26	41	15.3	114	42.5	62	23.1	44	16.4	7	2.6
81.	5.1	2	0.7	7	2.6	92	34.3	138	51.5	29	10.8
82.	5.2	10	3.7	79	29.5	120	44.8	52	19.4	7	2.6
83.	5.3	6	2.2	42	15.7	129	48.1	77	28.7	14	5.2
84.	5.4	1	0M4	9	3.4	79	29.5	153	57.1	26	9.7
85.	5.5	1	0.4	2	0.7	59	22	179	66.8	27	10.1
86.	5.6	4	1.5	18	6.7	125	46.6	102	38.1	19	7.1
87.	5.7	1	0.4	3	1.1	113	42.2	130	48.5	21	7.8
88.	5.8	4	1.5	2	0.7	101	37.7	135	50.4	25	9.3
89.	5.9	2	0.7	14	5.2	109	40.7	116	43.3	27	10.1
90.	5.10	0	0	3	1.1	69	25.7	169	63.1	27	10.1
91.	5.11	1	0.4	6	2.2	105	39.2	133	49.6	23	8.6
92.	5.12	4	1.5	16	6	116	43.3	110	41	22	8.2
93.	5.13	1	0.4	4	1.5	116	43.3	125	46.6	22	8.2
94.	5.14	2	0.7	3	1.1	87	32.5	148	55.2	28	10.4
95.	5.15	0	0	21	7.8	171	63.8	64	23.9	12	4.5
96.	6.1	0	0	8	3	61	22.8	159	59.3	40	14.9
97.	6.2	1	0.4	7	2.6	71	26.5	150	56	39	14.6
98.	6.3	2	0.7	3	1.1	45	16.8	180	67.2	38	14.2
99.	6.4	4	1.5	16	6	97	36.2	123	45.9	28	10.4
100.	6.5	1	0.4	19	7.1	109	40.7	120	44.8	19	7.1
101.	6.6	0	0	10	3.7	101	37.7	135	50.4	22	8.2

102.	6.7	2	0.7	7	2.6	87	32.5	149	55.6	23	8.6
103.	6.8	0	0	5	1.9	78	29.1	158	59	27	10.1
104.	6.9	2	0.7	2	0.7	68	25.4	166	61.9	30	11.2
105.	6.10	0	0	3	1.1	76	28.4	158	59	31	11.6
106.	6.11	0	0	2	0.7	94	35.1	148	55.2	24	9
107.	6.12	1	0.4	7	2.6	78	29.1	156	58.2	26	9.7
108.	6.13	1	0.4	7	2.6	104	38.8	137	51.1	19	7.1
109.	6.14	0	0	4	1.5	69	25.7	173	64.6	22	8.2
110.	6.15	0	0	4	1.5	71	26.5	172	64.2	21	7.8
111.	6.16	2	0.7	1	0.4	55	20.5	187	69.8	23	8.6
112.	6.17	1	0.4	9	3.4	64	23.9	165	61.6	29	10.8
113.	6.18	7	2.6	66	24.6	103	38.4	80	29.9	12	4.5
114.	6.19	0	0	12	4.5	62	23.1	166	61.9	28	10.4
115.	6.20	0	0	3	1.1	63	23.5	163	60.8	39	14.6
116.	6.21	0	0	8	3.0	54	20.1	172	64.2	34	12.7
117.	6.22	3	1.1	4	1.5	84	31.3	151	56.3	26	9.7

3.5   Regression Analysis

Based on the simple regression analysis that has been done, the following conclusions are obtained:

Table 10. Regression Analysis

No.	Variable 1	Variable 2	Analysis Results
1.	*Perceived usefullnees*	*Social influence*	There is a direct relationship
2.	*Perceived easy of use*	*Social influence*	There is a direct relationship
3.	*Behavior intention*	*Social influence*	There is a direct relationship
4.	*Perceived usefullnees*	Human Resources Development for RSUA Medical Staff	There is a direct relationship
5.	*Perceived easy of use*	Human Resources Development for RSUA Medical Staff	There is a direct relationship
6.	*Behavior intention*	Human Resources Development for RSUA Medical Staff	There is a direct relationship
7.	Social influence	Human Resources Development for RSUA Medical Staff	There is a direct relationship

In the table above, the results of the analysis show that the overall variable one to variable two has a unidirectional relationship, where increasing the potential for variable one will also provide an increase in variable two. This shows that to increase development in social influence when using technology, it is necessary to increase technology that is useful, easy to use and can be applied in everyday life. Then to improve the quality of human resource development, it is necessary to increase technological knowledge that is useful, easy to use, can be applied in everyday life, and has a positive impact on social life.

Based on the analysis that has been carried out, it was found that there were results that were positively correlated between variables ranging from perceived usefulness tosocial influence, perceived ease of use on social influence, behavior intention on social influence, perceived usefullness on HR development of RSUA medical staff, perceived ease of use on HR development of RSUA medical staff, behavior intention on HR development of RSUA medical staff, and social influence on HR development RSUA medical staff.

The existence of this positive correlation shows that in developing human resources for RSUA medical staff, aspects ranging from perceived usefulness and perceived ease of use, specificity of technological devices used, daily life (behavioral intention), and the influence of social life. (social influence). So that to achieve the results of effective human resource development, it is necessary to improve these related aspects.

4   Discussion

The concept of learning for human resource development by utilizing technological developments is a solution which is now realized that this ICT-based learning concept is an effective, efficient, and applicable learning concept in various conditions such as time, place, and environmental conditions (the COVID-19 pandemic).). Human resource development is no longer needed through face-to-face learning because online learning by utilizing technological developments also provides maximum results. However, to achieve maximum results, proper infrastructure is needed such as the technology used must be equal and standardized so that there are no differences in the results of the quality of human resources from one another, such as the quality of the internet network used, and the device used to access. Technology-based learning is able to provide time effectiveness for every medical worker who is on duty because the schedule is different from one another. Ease of access with flexible time will provide comfort for medical personnel because the time used for learning does not collide with the service schedule at the hospital.So based on this research, it can be seen that a good management strategy as well as thorough infrastructure preparation is necessary prepared in organizing learning to improve the quality of human resources at the Airlangga University Hospital.

In the application of ICT-based learning in order to improve the quality of human resource development, a management concept known as the 7Ps is neededdescribe the cycle of management activities from planning activities and HR to retirement 7.The seven cycles can be described as follows:

1. Planning: Planning in the field of HR covers many aspects of the resources required by health services. Planning as an activity to achieve health service goals through the process of determining what is to be achieved, preparing organizational resources that are deemed capable of helping achieve goals.

2. Acceptance: Employee recruitment is very important in HR management. The wrong choice of employees will determine the future of the existing organization. The process of recruiting employees requires high costs and high caution. Health services provide services to humans, provide services that are felt, not seen. so that the resulting product is provided directly by existing human resources.

3. Development: After the process of accepting and getting potential human resources, not all direct personnel have qualified expertise. Special training and development are needed for personnel to be more effective in carrying out their duties. The competencies needed are not directly owned in full, so there needs to be an effort from the employer to be able to develop existing capabilities. In addition, technological developments and the development of habits in each place require special adaptations and new training.

4. Culture: Every company has a culture that has its own foundation as a basis for the organization to continue to grow and develop. The culture of the organization can be in the form of positive values that are instilled as well as existing norms as guidelines for compliance by members of the organization. The diversity of HR in an organization filled with people who have different backgrounds, different abilities and intelligence must be balanced with emotional intelligence and positive habits

according to the company culture so that in the future it will not create problems for existing organizations.

5. Employment: Placing the right people for the right jobs is the best way to optimally develop an organization. The placement of the right people in the right parts is also good for the continuity of the resources working in that place.

6. Maintenance: As a working resource in a place, every staff has the right to be protected and maintained. Organizations cannot exploit existing resources arbitrarily, without fair compensation by granting rights in addition to the obligations provided. Resource maintenance is important not only for the existing employees, but also for the company. because the company's performance also depends on the existing employees. especially organizations in the health sector, which involve a lot of human resources and almost all services depend on the human resources they have, so it is necessary to pay great attention to the maintenance of resources. Maintenance of resources includes, health insurance, appropriate salary provision, future certainty, building a conducive work climate,

7. Retirement: Human resources who work will enter retirement. Companies also need to pay attention to the pension problem of working employees. preparations that can be provided by the organization include pension and old age benefits, training can be provided for employees entering their retirement period, so that there may be other abilities that can be possessed when retired [8].

Technology-based learning, information, and communication is the right solution in improving the development of human resources in the health sector. Based on the advantages and disadvantages provided, this learning can at least be an alternative.

Widarini, Putra and Marsakawati (2021) in their research show that ICT-based learning is learning that will always last because it is flexible. However, in the development of this learning, various aspects are needed that help to overcome existing problems such as internet connection, specifications of the device used, and responsiveness between the material giver and the material catcher 9.

Panigrahi R., Srivastava, and Panigrahi PK (2021) in their research show that ICT-based learning is learning that should be implemented since the beginning of education. ICT-based learning provides room for more development for its users. Users are not limited in place because this learning model can be accessed anywhere. Then the user is also not limited in time because this learning model can be accessed at any time. As well as ICT-based learning can apply the concept ofSocial distancing is currently being promoted to prevent the transmission of infections due to viruses or bacteria. ICT-based learning can provide users with independence10.

This shows that ICT-based learning that can be developed is by using standardized devices so that between users have equality in the development of their human resources. In addition, ICT-based learning can be developed to provide flexibility for medical staff both in time and location because each medical staff has different activities. The development of ICT-based human resources in its application model requires technology that is easy to use, as well as technology that provides many benefits in order to create a personal habit and social environment that supports the development of individual resources.

4.1   Perceived Usefulness of *Social influence* and Human Resource Development

Perceived usefulness defined as usefulness in the use of technology that has an impact on personal life. While social influence is defined as a person's perception of the behavior of others who are important according to him thinking to adopt or reject a new innovation that exists.

In this research, it is shown that there are positive and unidirectional results in the simple regression analysis test. If in ICT learning, participants are given a device that has many benefits and features, this will provide user effectiveness in learning the existing material. Users will also be easy to adopt it in social life if the device used provides many benefits.

Valentina Arkorful and Nelly Abaidoo (2014) in their research on the concept of e-learning at the high school level show that ICT-based learning basically requires adequate tools to access it so that the learning process can run smoothly. So the important point in ICT-based learning is the existence of devices that can provide many features to facilitate the learning process 11.

Ince Ahmad Zarqan (2017) in his research on the implementation of the use of technology in human resource development shows that the development of human resources will be effective if the technology used is sophisticated technology. One form of advanced technology is technology that has many features in one device, so that when users use it, the device can be used for many things12.

This shows that the more features in a device (the more effective), it will also have a positive influence on social life and the potential of human resources because users can access many things and information while learning is taking place.

4.2   Perceived Ease of Use on Social Influence and Human Resource Development

Perceived ease of useIt is defined as the ease of using technology that affects the personal life of its users. While social influence is defined as a person's perception of the behavior of others who are important according to him thinking to adopt or reject a new innovation that exists.

In this research, it is shown that there are positive and unidirectional results in the simple regression analysis test. If in ICT learning, participants are given tools that are easy to use, then participants will also find it easy to apply them in social life and can accept these innovations. In addition, the ease of technology used will also facilitate the learning process so that it is easier for users to accept the knowledge gained. This will provide convenience in the development of human resources.

Emma Parry (2009) in her research on the benefits of using technology in human resource development, shows that human resource development will be effective if technology components are applied during the learning process. In the development of large-scale and comprehensive human resources, not all components have the same

potential and understanding to accept the learning process. So that the technology that is easy to use will play a very important role so that the understanding between components can be explained properly. If the understanding of all components can be leveled, then human resource development will be easy to implement. This shows that the ease of technology has a role in shaping the understanding and acceptance of innovation, as well as the development of human resources 13.

Peter Alpamahakpamah and Andrea Matkoandim (2021) in their research on case studies of the use of information technology in human resource development show that human resource development which includes technology components provides effective results in improving the quality of human resources. The organization will progress if the organizational structure is given skills training in accordance with the fields it controls. The provision of technology for mastering these abilities, such as online learning, as well as online evaluation, provides quality human resource results. Technology that is easy to use for every component involved in the organization will make it easier to develop their potential and position in the organization14.

These studies show that the easier it is to use a device in ICT learning (the more effective it is), then this will trigger rapid developments in the social life of users and the quality of human resources developed. Users are not hindered from learning even through information technology tools, and can even gain more knowledge because of the ease of using technology.

4.3   Behavioral Intention to Social Influence and Human Resource Development

Behavioral intentiondefined as actions or reactions of an object or organism (Jogiyanto, 2008). While social influence is defined as a person's perception of the behavior of others who are important according to him thinking to adopt or reject a new innovation that exists.

In this research, there is a positive and direct correlation regarding the relationship between behavioral intention to social influence, and also the relationship between behavioral intention and human resource development. This means that the development of human resources can be achieved optimally if the user's response to the technology that has been used so far is a positive response (behavioral intention), and environmental conditions that support technological development (social influence) so that it affects their daily life.

Yi-Horng Lai (2017) in his research on the relationship between behavioral intention and social influence on the use of electronic medical records via smart phones shows that there is an inline relationship between the two variables. If the social conditions of the electronic medical record users support the use and development of electronic medical records (social influence), then this will affect the continuous use of electronic medical records and users will use them continuously (behavior intention) because it is considered to provide convenience and benefit in carry out their daily duties15.

Binti Mohd Said et al (2019) in their research on the acceptance of the use of information technology (behavior intention) to be applied in human resource development shows that this acceptance has a positive influence. If the components in the organization accept the technology to be used, then the components develop more

quickly. However, it is important to note that the accepted technology is one that is easy to use and useful so that users are willing to use it even though this is a new thing16.

These things show that behavioral intention is an important point in the development of human resources.

4.4   Social Influence on Human Resource Development

Social influenceis defined as a person's perception of the behavior of others who are important according to him thinking to adopt or reject a new innovation that exists. According to the definition of social influence itself, at least the role of the social environment plays an important role in developing human resources.

In this research, there is a positive and unidirectional correlation regarding the relationship between social influence and human resource development. This means that the development of human resources can be achieved optimally if the environment to be developed itself provides a positive and supportive response. An environment that is open to ICT-based learning will provide great opportunities in the development of human resources.

Ferris, et al (2002) in his research on environmental acceptance of the use of technology (social influence) in the human resource development system in an organization shows that a good social environment (social influence) is needed so that human resource development can be developed properly. An environment of social life that is not good will certainly affect the human component involved in an organization. So here it shows the importance of the role of the social environment related to learning that will be applied so that human resources can be developed properly17.

Khairi Mohamed Omar (2021) in his research on the factors that influence the development of human resources shows that social factors are the most important factors that play a role in the development of human resources. If the social environment is easier to accept new knowledge to develop its potential, it will be easier for existing human resources to be developed. This will be different if from the start the environmental conditions refuse the learning that will be given, then the development of human resources will be hampered 18.

This shows that the role of social acceptance (social influence) provides an important point in the development of human resources.

The descriptions related to the points in human resource development above show that to develop human resources, points as above are needed because they have a linear correlation in a simple regression analysis that works.

4.5   HADIRin (E-Leaning Learning Model) as Human Resource Development Effort

Technological developments should be applied in terms of human resource development. The ease of use, its usefulness in daily activities, and its relationship with habits, show that technology has a good impact on the development of human resources. It can be said that technology can make the key in the development of human resources so that they can be used properly.

Prof. Rajesh Kumar VNS at the Institute of Management, Bhopal (MP) explained that the development of technology that is worldwide and is increasingly being applied in various fields has led to increased competition in the quality of human resources. An organization will not survive in competition if its human resources are not equipped with technological knowledge[19].

R. Braderick and JW Boudreau said that technology was proven to increase worker productivity. The research also describes the existence of more innovations in technology development. The following table describes the research that has been conducted on the impact of technology application in human resources[20].

Table 11. Impact of Technology

Negative impact	Positive impact
Requires a large initial cost	Save budget in the long run
Reduce the number of workers	Provide a new space for workers who are experts in the use of technology
Leaky data protection	Save processing time
Employees must highlight their superior abilities	Quality can be standardized
Give users time to adapt	Delivers continuously adjustable results

Technology has been proven to improve the quality of human resources if used properly. Bangor University in the UK has implemented technology products in its educational process instudent. Various modern learning products have been developed such as the teaching process which now uses modern boards that can show sound and video related to the topics discussed. In the evaluation, not only the students developed, but the teachers who used the facilities also experienced an increase in knowledge21.

Technology has a positive impact on the team internally, but also provides time for adaptation to improve human resource management. The application of technology in the field of human resources can accelerate performance, do work clearly, save future budgets, and help strengthen communication with external parties. Technology developmentcan also improve the quality of performance because users do not have to be stuck in one place. This makes the development of human resources which is also accompanied by the development of technology, it will increase the effectiveness of the work.

Based on studies that have been carried out by other researchers and research that has now been undertaken, human resource development has a relationship with the basic characteristics of the technology itself starting from whether the technology is easy to use, whether the technology is useful, whether the technology affects habits, and whether If the technology is applied it will affect social life.

E-Learning learning is a solution in developing human resources because this learning model is a learning model that is not bound by time, place, or conditions that do not allow direct training. In the preparation of the e-learning learning model, several elements are needed so that the learning model can achieve the goals achieved. The basic elements are

1. Open Learning

In the development of e-learning learning models, a learning concept is needed that does not only depend on the pre-existing curriculum, but focuses on the needs of each individual or group with the aim of developing each other's potential. With development that focuses on each individual or group, the progress of an association/organization will be more rapid because with different potentials it can then provide different progress in various fields to achieve the same goal. Based on the research analysis carried out, this open learning can be applied by combining the benefits of the technology itself (the benefits of technology /beneficience). ICT-based learning can provide learning which can be accessed by each individual according to their respective potentials. Before e-learning is implemented, a questionnaire can be given to determine the characteristics of each so that the module that will be implemented can run according to the objectives.

2. Distribution of learning

Distribution of learning has the understanding that learning in human resource development can be carried out regardless of conditions in the form of place, time, or circumstances that do not allow for direct meetings to occur. This learning process without being bound by time and place provides flexibility for medical personnel so that they can continue to develop their potential even though they are in hospitalpractice in the hospital. Based on the research analysis carried out, technology provides a platform to develop human resources without having constraints in time, place, or conditions. Users can use the technology anywhere, and anytime because this is a function of the usefulness of the technology itself (beneficience). However, in obtaining optimal human resource development, it is necessary to have equality in the provision of the technology itself, such as connectivity and adequate equipment.

3. Learning community

The e-learning learning module also has an element of a learning community where there is an association/community that supports each other. Elements of this learning community can take advantage of the convenience of technology (*perceived ease of use*), which with the presentation of knowledge in the module also provides a special group that accommodates each other to be able to discuss well, and remind each other. The existence of a community that can fight together will improve the quality of human resources that will be tried to be developed. Based on the research analysis that has been done, the learning community can be used as a separate feature in the e-learning learning model to increase the potential of its human resources.

4. Practice group

Group practice is an important element that must be owned in the learning model*e-learning*. This group is a group of people who informally bond and share experiences and a shared passion to continuously learn and develop together. Based on the research

analysis that has been done, ICT can provide facilities for this group to develop its potential through a module. Users of the module can use the practice group feature which can connect with fellow users of the e-learning learning model to exchange ideas, and discuss topics.

5. Growth group

The growth group is one of the important elements in the ICT-based learning model. This group is an association that aims tobuild transformative learning and communication through information sharing. Participants can share information through projects, discussions, activities that are in accordance with the goals of the group. the goal is to share knowledge deeply and completely. Having a good relationship with each other, and growing together, will provide a positive feedback which in turn will improve the quality of human resources. Based on the research analysis that has been done, growth groups who learn together will build a social relationship that influences each other. If a good and mutually supportive social environment is developed in this ICT learning model, a positive growth group will also be created.

5   Conclusion

The development of effective human resources requires development in several aspects of technological development starting from the characteristics of the technology itself, then how much benefit can be obtained from the use of the technology, and how much influence it has in the daily and social life of the technology users themselves because all these aspects have positive relationship value. Human resource development can be realized through a learning model based on technology, information, and communication by utilizing elements of technology in achieving human resource development. The technology, information, and communication-based learning model is a learning module by utilizing technological developments. This ICT-based learning model has the advantage that it can be done anywhere, anytime without being limited, so that users can take advantage of the advantages of this learning model to increase their potential. The technology, information, and communication (ICT) based learning model can be a solution in developing effective human resources with its advantages. By utilizing the nature of technology that is easy to use (perceived ease of use), the usefulness of the technology itself (perceived usefulness), the usefulness of the technology itself (beneficience), to social influence (social influence) on a learning module, the aim is to increase the potential of resources. humans can be achieved. Human resource development has a positive and interrelated correlation with basic characteristics, perceived ease of use, perceived usefulness of technology, benefit of technology, and social influence. So that the HADIRin (ICT-based learning model) will be able to achieve the goals of human resource development if these variables are linked in its manufacture.

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