



## HUMAN RESOURCES OFFICE

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### **Abstract :**

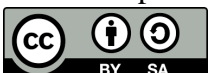
*Human Resources (HR) is one of the most vital elements in carrying out various organizational activities, as it is humans who act as the main drivers of every process planning, organizing, implementation, and supervision in the work environment. This study aims to describe the definition of office HR, the roles and functions in office work, the competencies required in office HR, and the challenges faced within it. The research uses a qualitative approach with a literature review method. Data collection was conducted through literature analysis from various books and relevant journal articles. The research findings show that office HR includes all individuals working in an office environment who are responsible for various administrative, managerial, and operational tasks to support the smooth running of company or organizational activities. This concept also includes various other aspects. However, it remains aligned with Islamic principles relevant to office HR, as reflected in QS. Al-Isra' verse 36, which teaches: "And do not pursue that of which you have no knowledge. Indeed, the hearing, the sight, and the heart about all those [one] will be questioned." Likewise, QS. An-Nahl verse 125, which emphasizes calling mankind to the way of Allah with wisdom and good instruction and arguing with them in the best manner. Truly, it is Allah who knows best who has strayed from His way, and He is most knowing of who is rightly guided. This study is highly relevant to understanding office HR, especially in helping to comprehend the concept of office human resources.*

**Keywords :** Human Resources, Office Management

## **INTRODUCTION**

Human Resources (HR) are one of the most vital elements in carrying out various organizational activities, because it is humans who are the main drivers of every planning, organizing, implementation, and supervision process within the work environment. Office Human Resources are not only required to have technical skills, such as the ability to operate office equipment, prepare documents, and manage archives, but they must also master soft skills such as effective communication, professional attitude, good time management, and the ability to work in teams. Office HR Management covers various activities ranging from workforce planning, recruitment processes, employee selection, skill development through training, performance evaluation, to awarding rewards or sanctions. This process is carried out to ensure that each individual in the office environment can provide optimal contributions according to their duties and responsibilities. In addition, HR management also aims to create a conducive work atmosphere, encourage collaboration, and increase overall productivity.

Rapid changes in the business world, including in office environments, require HR to be able to adapt to technological, regulatory, and cultural developments that are increasingly dynamic. As stated by Al-Mulk verse 15 in the Latin transliteration: "Huwalladzi ja'ala lakumul-arda dzalulan famsyu fi manakibiha wa kulu mir rizqih, wa ilaihin-nusyur." Translated as: "It is He who made the earth manageable for you, so walk among its slopes and eat of His provision. And to Him is the resurrection." Based on previous research in the field of management and administration, Office Human



Resources are defined as a group of individuals who have the knowledge, skills, and professional work ethic to plan, manage, and carry out various administrative activities effectively and efficiently in an office environment to achieve organizational goals. According to research conducted by Sutrisno in his book *Human Resource Management*, HR in the office environment are not only workers carrying out administrative duties, but they are intellectual assets who play a role in managing documents, data, information, and internal as well as external services, as connectors of communication between parts of the organization. Office HR is expected to adapt to technological developments and changes in dynamic work patterns.

This research focuses on the competencies required by office HR. Furthermore, this research also discusses the challenges in office HR and the various functions performed by office HR (Eka Lemi Fitri, 2019).

## RESEARCH METHOD

This research uses a qualitative method with an Office Human Resources (HR) approach. The Office HR approach is a research method conducted by collecting information and data from various sources available in libraries, such as reference books, relevant previous research, articles, notes, and journals related to the topic studied. The data collection technique in this research was carried out through the collection and analysis of literature that includes books and journal articles relevant to the research material. The obtained data was then analyzed using content analysis techniques aimed at formulating conclusions regarding office HR.

## FINDINGS AND DISCUSSION

### A. Definition of Office Human

Resources Human resources that have the capacity and potential needed to carry out activities in an office or organization. The vision and mission of an organization can be implemented well if the human resources as executors are also selected well. Therefore, the office or organization must make human resources the most important factor. It is important to be managed. One of the efforts made to organize human resources in the office is human resource management. (Novia Ruth Silaen, Kurniasih Setyagustina, 2021).

Human resources (HR) are productive individuals who work as the driving force of an organization, whether within an institution or a company that functions as an asset, thus they must be trained and developed in their capabilities. The definition of human resources in general consists of two, namely macro HR, which is the number of the population of working age in a certain area, and micro HR in a narrow sense, which refers to individuals who work in an institution or company.

Human Resources (HR) is an essential aspect that must be possessed in the effort to achieve the goals of an organization or company. Human resources are the main element of an organization compared to other resource elements such as capital and technology, because it is humans themselves who control the other factors. Human resources (HR) is one of the most important factors that cannot be separated from an

organization, whether an institution or a company. HR is also the key that determines the development of the company. Essentially, HR consists of humans employed in an organization as movers, thinkers, and planners to achieve the organization's goals.

Office Human Resources (SDM) refers to all individuals who work in an office environment and are responsible for various administrative, managerial, and operational tasks to support the smooth running of the company or organization (Eri Susan,2019). The verse of the Qur'an that emphasizes responsibility in work is Surah Al-Isra;36.

أَلَا تَقِفُ مَا لَيْسَ لَكَ بِهِ عِلْمٌ إِنَّ السَّمْعَ وَالْبَصَرَ وَالْفُؤَادَ كُلُّ أُولَٰئِكَ كَانَ عَنْهُ مَسْئُولًا ﴿٣٦﴾

It means: Do not follow something you do not know. Indeed, your hearing, sight, and conscience will all be questioned.

This verse emphasizes the importance of responsibility for what has been done. 'And do not follow that of which you have no knowledge. Indeed, the hearing, the sight, and the heart - about all those [organs] one will be questioned.' This verse reminds us that everything done will be accountable in the hereafter. Every office organization certainly includes human resources (HR) that are involved in social interactions, whether due to formal or informal structures. Each person in the office organization has individual goals, which are partially the reasons for their actions, and each person hopes that the organization can help achieve those goals ( Armida Silvia Asriel,Armiati,2016).

#### **B. Role And Function Of Office Human Resources**

An office requires human resources to carry out its activities, because up until now there is no office that can operate without human resources even with the advancement of technology. The function of human resources is to enhance productivity in supporting the company's competitiveness. There is a tendency to recognize the importance of human resources in a company and a focus on the contribution of the human resource function to the success of achieving the company's goals. Human resources are a very important asset for an office in supporting the achievement of office goals, making it a necessity and need for offices to improve the skills and competencies of employees through training and development. Training is an effort to enhance short-term abilities, while Development is an effort to enhance employee competencies in preparation for taking on greater responsibilities in the future ( Saimin,Nor Salim,2023).

The role of Office Human Resources is very broad and crucial, managing and developing all employees, ensuring the organization has a qualified workforce that meets its needs. HR plays a role in various aspects, from recruitment and selection, training and development, to performance management and compensation:

1. Recruitment, this activity is carried out to meet the human resource needs to fill vacancies in certain positions within an office.
2. Training and Development, which is the process of enhancing the technical, theoretical, conceptual, and moral skills of employees through education and training.
3. Performance and Compensation Management, Compensation is the provision of direct and indirect rewards, money or goods to employees as a return for services rendered to the company. The principles of compensation are fair and reasonable. Fair means in accordance with work performance, reasonable means able to meet their primary needs as well as adhering to the government's minimum wage limits and based on internal and external consistency (Eri Susan,2019).

There is no verse in the Quran that directly mentions the role and functions of office work. However, there are verses that suggest the importance of good and responsible human resource management within an organization, as well as how human resources play a role in achieving organizational goals and the welfare of humanity. The verse in question is Surah N-Nahl 125:

اغْ إِلَى سَبِيلِ رَبِّكَ بِالْحُكْمَةِ وَالْمَوْعِظَةِ الْحَسَنَةِ وَجَادِلْهُمْ بِالَّتِي هِيَ أَحْسَنُ إِنَّ رَبَّكَ هُوَ أَعْلَمُ بِمَنْ ضَلَّ عَنْ سَبِيلِهِ وَهُوَ أَعْلَمُ بِالْمُهْتَدِينَ

Meaning: Call (people) to your Lord's path with wisdom and good teaching, and argue with them in the best manner. Indeed, your Lord knows best who has gone astray from His path and He knows best who is guided.

This verse emphasizes the importance of wisdom and good lessons in guiding and developing human resources, as well as the proper way of conveying messages and guidance. Human resources encompass activities that regulate how to procure, develop, and maintain labor, provide compensation, and separate workers through management processes to achieve organizational goals. Human resources include planning, organizing, leadership, and controlling all activities related to job analysis, job evaluation, procurement, development, promotion, compensation, and termination to achieve desired objectives. Based on this definition of human resources, it can be concluded that discussions on human resource management are inseparable from the functions of office human resources, which consist of:

1. analyzing jobs and positions
2. planning human resources in the company
3. conducting recruitment of workers
4. selecting job candidates

5. conducting orientation and job placement
6. training employees
7. conducting employee evaluations
8. implementing compensation policies
9. to carry out career development and planning activities, as well as to create policies for termination of employment. These HR functions are part of the tasks of the HR department in the office (Hilma Harmen, Fauzia Agustini, 2019).

### **C. Recruitment Office Management Efficiency**

Recruitment efficiency in office management is one of the most important aspects of human resource management, especially in the context of modern organizations that are required to move quickly, respond to changes, and remain competitive amidst resource limitations. In an increasingly complex work environment, efficiency in the recruitment process is not only an economic demand but also part of managerial strategy to ensure that every individual recruited genuinely adds value to the organization. In an office environment, where administration, service, and operations are the backbone of the organization, an efficient recruitment process is a prerequisite for the smooth running of all existing activities.

Conceptually, recruitment efficiency can be understood as the effort to obtain candidates most suited to the organization's needs with minimal time and cost, without compromising quality. In this context, efficiency does not merely refer to cost savings, but also encompasses the effective use of time, the proper arrangement of selection stages, and the use of relevant methods in assessing the capabilities and potential of applicants. In office management, the role of employees is vital in carrying out various administrative functions, ranging from filing, correspondence, document management, to internal and external services. Therefore, choosing employees who possess administrative competence, attention to detail, integrity, and good communication skills is an important part of an efficient recruitment strategy (Sodirja, 2021).

An efficient recruitment process must begin with systematic workforce planning. Office management needs to conduct periodic job and workload analysis to identify which positions need additional employees, or whether certain vacancies need to be filled immediately. Without proper planning, recruitment is often done reactively – for example, because an employee suddenly resigns – which ultimately leads to hasty and poorly directed recruitment decisions. Good planning will help the human resources department design appropriate recruitment strategies, including determining recruitment channels, selection criteria, and applicant evaluation methods.

In modern office management, technology plays an important role in enhancing the efficiency of the recruitment process. The use of digital recruitment systems or e-recruitment provides significant advantages in

terms of speed and accuracy. Through this system, organizations can quickly and widely disseminate job vacancy information, automatically filter applicants based on certain criteria, and facilitate communication between applicants and the recruitment team without geographical barriers.

E-recruitment also allows organizations to build a candidate database that can be used for future recruitment needs, reducing search time when there is an urgent need. In fact, some digital recruitment systems have been equipped with artificial intelligence features that can analyze applicant profiles and provide recommendations for the best candidates based on data and algorithms. In addition to the technological aspect, recruitment efficiency is also largely determined by the quality of the selection process. In the context of office management, the selection process must be able to identify the technical and non-technical abilities of prospective employees. Technical abilities include skills in using office software, mastery of administrative procedures, and speed and accuracy in managing documents. Meanwhile, non-technical abilities include communication, time management, accuracy, and professional attitude. To explore these things, selection methods such as practical tests, work simulations, and behavioral interviews can be used effectively. The more relevant the method selection with the reality of the work to be faced, the greater the possibility that the selected candidate will succeed in his job. However, efficiency in recruitment is not only about the process at the beginning, but also closely related to long-term results. In the world of office work, recruitment success can be measured by how well new employees adapt to the work environment, how quickly they are able to work independently, and how much they contribute to achieving organizational goals. False efficiency, which only focuses on speed and cost savings without paying attention to quality, can actually have bad consequences. For example, if an employee who is recruited quickly turns out to be unable to meet work standards, the organization will face greater losses due to decreased productivity, increased workloads for other colleagues, and having to repeat the recruitment process from the beginning, which of course requires additional costs and time.

On the other hand, recruitment efficiency in office management is also closely related to work culture and organizational systems. A conducive work environment, a clear organizational structure, and good initial training (onboarding) will accelerate the adaptation and integration process of new employees. Therefore, efficient recruitment is not only the task of the HR department, but also the responsibility of all work units that will interact directly with new employees. The involvement of unit leaders or department heads in the selection process will help ensure that the selected candidates truly match the characteristics and needs of the existing work team. In many cases, organizations that have successfully implemented an efficient recruitment system usually have clear

recruitment guidelines or policies, well-documented procedures, and performance indicators used to evaluate the effectiveness of the recruitment process. These indicators can include the time it takes to fill a position (time-to-fill), cost-per-hire, and employee retention rates within six months to one year after being recruited. By conducting regular evaluations of these indicators, organizations can make continuous improvements to their recruitment systems (Muhammad Syaifuddin dan Sawaluddin,2020).

In conclusion, efficient recruitment in office management is a complex and comprehensive process. Efficiency does not only mean fast and cheap, but also reflects the effectiveness and success in producing competent, productive workers who are able to support organizational performance in the long term. To achieve this, careful planning, utilization of appropriate technology, selection methods that are in accordance with job needs, and the involvement of all elements of the organization in ensuring a fair, objective, and strategic process are needed. With this approach, office organizations will be able to build a solid work team that is ready to face the challenges of the times more adaptively and professionally.

#### **D. Competencies Required In Office Human Resources**

1. Technical Competence (Hard Skill) Technical competence relates to specific skills that must be possessed by HR personnel in offices to support neat, efficient, and professional administrative operations.( Abu Bakar,2021) Some of them are:
  - a. Office Application Mastery, office HR must be proficient in using applications such as Microsoft Office (Word for document processing, Excel for data and number processing, PowerPoint for presentations, Outlook for email and schedule management). In today's digital era, this ability is a basic requirement, because most administrative activities are carried out through these applications.
  - b. Archive and Document Management, office work is identical to data and document management. HR must understand the techniquessystematic archiving, both manual and digital. This includes the classification, storage, and security of company documents, so that data is easy to find when needed and is protected from loss or leakage.
  - c. Administrative Reporting Office HR must be able to create administrative reports accurately and precisely, such as attendance reports, simple financial reports, daily activity reports, and project reports. This capability supports transparency and decision-making by management (Sulkifli dan Muhtar,2021).
2. Interpersonal Competence (Soft Skills)

In addition to technical skills, office HR is also required to have social skills that support cooperation and relationships between individuals in the work environment. Among them are having:

a. Communication Skills

Office HR must have good communication skills that are clear, polite, effective, and professional in interacting with colleagues, superiors, and clients. This communication includes the ability to speak, write formal emails, and create memos and reports that meet standards.

b. Teamwork

The office environment demands collective work, not just individual work. HR must be able to work together in a team, respect the opinions of others, and actively contribute to solving problems or achieving common targets.

c. Time Management

Time management is an important skill, because many office tasks have tight deadlines. HR must be able to prioritize work, organize schedules, and complete work on time.

d. Professional Ethics and Integrity

Office HR must maintain ethics in work, such as maintaining the confidentiality of company data (Badrus Suryadi dan Sulis Rahmawati, 2021). respecting the rights of colleagues, not engaging in fraudulent practices, and working honestly and with discipline. The ability to adapt to changes in the workplace is a certainty, both in terms of systems, technology, and organizational structure. Office HR must be flexible and adapt quickly to remain relevant in their work (Izamawrni, 2020).

3. Managerial Competence (for higher levels such as supervisors or managers)

In higher positions, HR is not only required to be able to carry out administrative tasks, but also to be able to manage other human resources, namely:

a. Leadership, Able to lead a team, divide tasks fairly, and be an example in discipline, work accuracy, and ethics.

b. Decision Making, HR at the managerial level must be able to make quick and accurate decisions, supported by data, situation analysis, and ethical considerations.

c. Conflict Management, In the office environment there are often differences of opinion or tension between employees. HR must be able to mediate and find solutions so that the work atmosphere remains conducive.

d. Ability to Plan and Evaluate Performance, HR is responsible for planning team work, making employee performance evaluations, and providing constructive input for performance development.

4. Digital and Technology Competence



The development of information technology requires office HR to be digitally literate. This includes:

**Digital Literacy**

- a. Office HR is expected to understand the basics of using digital technology, including cloud-based file management (such as Google Drive, Dropbox), communication platforms (such as Microsoft Teams, Slack, or Zoom), and project management applications (such as Trello, Asana, or Notion).
- b. Data Security In managing digital documents and data, HR must understand basic cybersecurity – for example, not carelessly opening email attachments from unknown sources, using strong passwords, and maintaining the confidentiality of important files.
- c. Ability to Use Office Digital Devices  
In addition to applications, HR must also understand how to use modern hardware such as video conferencing devices, office digital security systems, and other cloud-based applications (Indah Sari Liza Lubis, 2018).

**E. Challenges In Office Human Resources**

In the office world, Human Resources (HR) management is one of the crucial aspects that determine the success of an organization. However, it is not uncommon for companies to face various challenges in managing HR that have a direct impact on productivity, work atmosphere, and business growth. The following are some specific challenges that often arise such as:

**1. Recruitment and Selection of Workforce**

One of the most basic challenges is finding candidates who fit the company's needs, both in terms of technical skills (hard skills) and personality (soft skills). Then some recruitment and selection of workers, namely:

**a. Mismatch of Qualifications**

Many applicants do not meet the criteria set by the company, both in terms of education, experience, and character.

**b. Competition with Other Companies**

The best candidates often have many choices, so companies must compete in offering attractive salaries, facilities, and work environments.

**c. Time and Cost Constraints**

thorough and selective recruitment process requires a lot of time, effort, and cost.

**2. Employee Development and Training**

After recruitment, the next challenge is to ensure that employees develop according to the needs of the organization, such as:

**a. Skills Gap**

The business world is changing rapidly, while many employees do not have up-to-date skills, especially in digital technology.

b. Lack of Training Programs

Many companies do not yet have structured and sustainable employee development programs.

c. Lack of Motivation to Learn

Not all employees are enthusiastic about participating in training, so the results are less than optimal (Sulkifli dan Muhtar,2021).

3. Performance Management

Measuring and improving employee performance is one of the most complex challenges, namely:

a. Subjective Assessment

Performance evaluations are sometimes influenced by the subjectivity of superiors, which can lead to unfairness.

b. Irrelevant KPIs

Unclear or unrealistic work targets can obscure the benchmarks for achievement.

c. Lack of Regular Feedback

Employees do not receive regular constructive feedback, so they do not know which areas need to be improved (Zuhri Faruddin dan Mochammad Marjuki,2022).

4. Employee Retention and Turnover

High employee turnover rates can disrupt operational stability and work culture. Some things in employee retention and turnover are:

a. Lack of Job Satisfaction

Uncompetitive salaries, stagnant career opportunities, and a toxic work environment can all drive employees to leave.

b. Lack of Recognition and Appreciation

Employees who feel unappreciated are less likely to be loyal to their company.

c. Millennials & Gen Z

These generations are more likely to leave if they feel they are not a good fit, forcing companies to be more adaptive in their culture and policies (Mega,2024).

5. Conflict Management

In a heterogeneous work environment, conflict between employees or between employees and management is inevitable. Differences in Character and Background: Culture, age, education, and personal values often lead to miscommunication. Lack of conflict resolution mechanisms, Not all companies have a mediation system or clear policies to resolve conflicts professionally (Yulisnawati,2021).

6. Adaptation to Technological Changes

Digital transformation encourages companies to adapt, but HR is often a barrier. Resistance to Change. Many employees refuse to adapt to new technologies because they feel uncomfortable or are afraid of losing their jobs. Upskilling and Reskilling Needs, Companies must invest in training so that HR is not left behind by technological developments.

#### **F. Office Management Supervision**

Supervision in office management is a systematic supervision process carried out by a superior or supervisor towards subordinates under his authority. This process includes various activities ranging from direction, coaching, monitoring, to evaluation of the implementation of administrative tasks in the office environment. Supervision is not only aimed at supervising whether work is done or not, but further to ensure that all office activities are carried out in accordance with work standards, established procedures, and the vision and mission of the organization.

Office management, in supervision, is a very important element because the office is the center for processing information, documentation, and administrative control of various organizational activities. Without adequate supervision, office activities will run without a clear direction, at high risk of errors, negligence, and work inefficiency. Therefore, the role of a supervisor is very vital, especially in ensuring that the work of administrative staff is carried out effectively, efficiently, and accurately. According to George R. Terry, supervision is a process in which a superior influences his subordinates so that they do their work according to predetermined standards and objectives through continuous direction and supervision. This definition shows that supervision is not passive, but active and continuous, which means that supervision is carried out regularly and not just occasionally.

Hadari Nawawi also stated that supervision is a coaching activity that aims to improve and increase the quality of work and work efficiency of employees in an organization. In other words, supervision is a coaching process that is educational and does not only emphasize aspects of control or punishment. Good implementation of supervision in office management must be able to build two-way communication between supervisors and staff. Supervisors not only provide instructions, but also listen to obstacles, suggestions, and input from staff as part of the evaluation and development of the work system. Here, supervision becomes an important tool to create a collaborative and productive work atmosphere. If done correctly, supervision can be a very effective coaching tool to develop employee potential, correct mistakes, improve work morale, and encourage more optimal performance. In practice, supervision in the office includes activities such as reviewing work reports, observing employee work methods, providing feedback on work results, and conducting training or coaching when necessary. Supervisors must also be able to identify weaknesses in the work system, for example

whether there are work procedures that are too complicated, inadequate work equipment, or an unbalanced division of tasks. In this way, Supervision not only acts as a control over the implementation of tasks, but also becomes a diagnostic tool to find problems and create appropriate and sustainable solutions (Dewi Simanjuntal,2024).

The Liang Gie, an Indonesian office administration expert, stated that supervision in the office is a systematic effort by superiors to check, direct, and improve the implementation of staff work to be more organized and effective. This statement emphasizes that supervision is not just an incidental activity, but must be designed methodically and continuously developed in line with changes in organizational needs and developments in administrative technology. In addition, in the era of office modernization marked by the use of information technology, supervision also includes supervision of the use of digital systems such as document management applications, archiving software, and internal communication tools.

Supervisors are required to have technological skills in order to ensure that all computerized administrative processes run according to the expected security and work effectiveness standards. With this development, supervision has become increasingly complex and demands high competence from its actors. Supervision in office management is an integral process in the organizational management system. It not only regulates and supervises, but also fosters, motivates, and develops the potential of human resources in the office environment. Supervision that is carried out professionally will have a positive impact on increasing productivity, work efficiency, and the quality of office administration services as a whole. Therefore, it is important for every organization to strengthen the supervision system in its office so that it can achieve strategic goals in a more focused and sustainable manner.

## CONCLUSION

Human resources (HR) are productive individuals who work as drivers of an organization, both in institutions and companies that function as assets so that their abilities must be trained and developed. Understanding resources.

The role of HR in offices is very broad and crucial, Managing and developing all employees, Ensuring that the organization has a qualified workforce that meets its needs. HR plays a role in various aspects, from recruitment and selection, training and development, to performance management and compensation. HR functions in offices consist of: analyzing jobs and positions, planning HR in companies, recruiting workers, selecting prospective workers, conducting orientation and job placement, training employees, conducting employee assessments, implementing compensation policies, implementing career development and planning activities, and making termination policies. These HR functions are the tasks of the HR department in the office.

Recruitment efficiency in office management is one of the most important aspects in human resource management, especially in the context of modern organizations that are required to move quickly, respond to change, and remain competitive amidst limited

resources. In an increasingly complex world of work, efficiency in the recruitment process is not only an economic demand, but also part of a managerial strategy to ensure that every individual recruited truly provides added value to the organization.

The competencies needed in office human resources are: Technical Competence (Hard Skill), Managerial Competence (for higher levels such as supervisors or managers), Digital and Technology Competence.

The challenges of office human resources are: Recruitment and Selection of Workforce, Mismatch of Qualifications, Competition with Other Companies, Time and Cost Limitations.

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