

Level of Satisfaction with Activities Sharing Session

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ABSTRACT

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Human resource strategy development (people development) is a critical aspect in the growth and success of an organization, especially in the field of IT consulting to foster talent, encourage innovation, and improve overall organizational performance. Sharing session, as a form of interactive learning, offers a platform for employees to exchange ideas, best practices, and lessons learned, facilitating the development of a knowledgeable and adaptable workforce. Sharing sessions helping companies create an environment where knowledge can be shared, accessed, and used effectively by all members of the organization is the goal of knowledge management itself. This research was conducted using qualitative methods through a survey of employees, especially for the IT consulting industry to see the effect of sharing sessions in decision making which is then validated through a survey of top management to see satisfaction with the accuracy of employees in making decisions.

1. INTRODUCTION

The field of IT consulting is characterized by constant advancement and constantly changing technology. To stay ahead in this dynamic landscape, companies need to ensure their employees have the necessary skills and knowledge. The development of a human resource strategy (people development) is a critical aspect in the growth and success of an organization, especially in the field of IT consulting to foster talent, encourage innovation, and improve overall organizational performance. In today's rapidly growing business era, companies realize the importance of investing in the development of their employees to stay competitive. Many effective and popular methods allow individuals to exchange knowledge, experience, and insights within organizations. Sharing sessions, as a form of interactive learning, offer a platform for employees to exchange ideas, best practices and lessons learned, facilitating the development of a knowledgeable and adaptable workforce. Research has shown that sharing *sessions* has a positive impact on individual development. Through interaction and collaboration with co-workers, employees can broaden their knowledge, hone skills, and learn new approaches to decision-making.

Activities such as presentations, discussions, and case studies in sharing sessions help increase individual understanding and perspectives on various situations they may face in the work environment [1][2]. In addition, sharing sessions also facilitate the formation of a solid network among employees. In the context of an IT consulting firm, where specific knowledge and expertise is highly valued, close relationships between colleagues can have a positive impact on the quality of decision making. By sharing information and experiences, employees can support each other, fill knowledge gaps, and provide different perspectives, which as a whole can enhance an organization's ability to deal with complex challenges and opportunities [3]. However, it is important to remember that the effectiveness of sharing sessions in human resource development can be influenced by several factors. Factors such as organizational culture that supports collaboration, involved leadership, and adequate infrastructure to support information exchange and learning are important elements in ensuring the success of sharing session activities [4]. This study aims to fill the research gap by investigating further the effect of sharing sessions on human resource development and decision making in IT consulting firms. By analyzing and referring to relevant theoretical learning, it is hoped that this research can provide insight for researchers and organizations in understanding the role of sharing sessions in improving the quality of employees in the field of IT consulting.

2. LITERATURE REVIEW

2.1 Knowledge management

Knowledge Management (KM) is a process that involves collecting, organizing, developing, and utilizing knowledge owned by individuals, teams, or organizations to improve performance and achieve goals. The purpose of knowledge management is to create an environment where knowledge can be shared, accessed, and used effectively by all members of the organization [5][6][7]. KM activities impact innovation and organizational performance directly, and indirectly through enhancing innovation capabilities. It was found that knowledge creation, knowledge integration, and knowledge application facilitate innovation and performance. Knowledge creation has a more significant effect on innovation speed, innovation quality, and innovation quantity, while innovation quality, knowledge creation, and knowledge integration have a more significant effect on performance [6].

The connection between digital intelligence and the resource-based view is investigated, emphasizing how strategic use of digital intelligence can enhance knowledge management strategies and provide a competitive edge. The interplay between social capital, social network theory, and knowledge management is analysed, focusing on digital intelligence's role in improving collaboration. Additionally, the application of risk and real options theory is explored, underscoring the importance of digital intelligence in risk management and opportunity identification [7][8][9][10][11].

2.2 People development

People development is a process designed to enhance the skills, knowledge, competence, and potential of individuals within an organization. The main goal of *people development* is to ensure that team members have the relevant skills necessary to achieve organizational goals, as well as to assist them in their personal and professional development. This involves various strategies and programs to develop employees so they can reach their maximum potential and support the growth of the organization as a whole [12][13][14][15][16][17].

Human resource development strategy (*people development strategy*) is a plan designed to improve the knowledge, skills, competence, and quality of individuals within the organization. The goal is to optimize employee potential, promote career growth, and achieve better business results. This strategy involves a planned and structured approach to meeting individual and organizational development needs as a whole [18][19][20][21].

Basically, the people development strategy involves several key elements, including:

1. Identification of development needs: Identifying individual and organizational development needs is the first step in designing an effective people development strategy. This involves evaluating the skills and competencies required to achieve organizational goals and the desires and aspirations of employees with regard to career development.
2. Training and development: Through training and development, employees are given the opportunity to improve their knowledge and skills. This can involve formal training, in-house training, online training, or mentorship. The aim of training and development is to strengthen employee qualifications, improve job performance, and prepare them for higher or more complex roles in the future.
3. Continuous learning: A people development strategy should include a continuous learning approach, where employees are encouraged to continuously learn and develop themselves. This can involve approaches such as self-directed development, project-based learning, and collaboration between teams to facilitate exchange of knowledge and experience.
4. Providing feedback and evaluation: Providing constructive feedback to employees is an important component of the people development strategy. This helps them identify strengths and areas of improvement that need improvement. Regular evaluations can help evaluate the effectiveness of the development program and identify necessary improvement steps.
5. Career development policy: The people development strategy must support employee career development by providing clear career paths, development opportunities and succession plans. This policy includes placing employees in roles that match their aspirations and potential, as well as providing continuous development programs.

2.3 Sharing session

Sharing session or sharing sessions is one of the effective human resource development (HR) strategies in increasing the knowledge and skills of individuals within the organization. In this study the sharing sessions discussed were where employees had the opportunity to share their experiences, knowledge and ideas with related colleagues. This enables broader knowledge transfer, collaboration and continuous learning among team members. Through sharing sessions, organizations can leverage existing skills and knowledge among their employees, create a strong learning culture, and improve individual performance and career development [9].

Here are some of the highlights *sharing session* based on the article:

1. Enhancing collaboration and innovation: *Sharing sessions* creating opportunities for team members to interact, discuss, and share knowledge. This helps increase collaboration between them, enables joint problem solving, and promotes the generation of new ideas. With sharing sessions, organizations can encourage innovation and change for the better.
2. Enhancing organizational learning: In *Sharing session*, individuals can share experiences, lessons, and current knowledge. This allows organizations to collectively enrich their knowledge base and ensures continuous learning

across the organization. *Sharing session* help drive effective organizational learning and optimize the utilization of existing knowledge.

3. Building a learning culture: *Sharing sessions* plays an important role in building an organizational culture that encourages learning and collaboration. By creating spaces for knowledge sharing, organizations can build an open atmosphere, where employees feel comfortable sharing their knowledge and experiences without fear of being ridiculed or belittled. This creates a culture that encourages growth, learning and knowledge sharing.
4. Increase efficiency and productivity: As it is a *sharing session*, organizations can reduce duplication of work and improve efficiency. Team members can share knowledge of best practices, tips, and resources that can help increase productivity. *Sharing session* it also enables more rapid and effective dissemination of knowledge across the organization, thereby speeding up the decision-making process and achieving business objectives.

3. RESEARCH METHODS

This study aims to determine how much influence decision making has in creating moments through activities sharing *sessions* which aims to exchange information and insights between employees, collaboration between different teams or units, motivation and increased involvement in carrying out tasks and projects as well as professional development given to employees to improve individual and team capabilities. The type of research used is qualitative research. Qualitative research is research that is used to examine objects by taking samples of data sources that are carried out purposely or snowball. This survey uses a purposive method, namely a sampling method based on research objectives and the selection of participants based on characteristics that are considered relevant or important in the study. In this method, researchers deliberately select participants who are considered to have knowledge, experience, or perspectives that are useful for achieving research objectives, namely in the field of IT consulting. This survey was carried out online or online via Google Form which was distributed to target respondents who are employees in the field of IT consulting.

The sample of this research is an IT consulting employee using a qualitative test approach with a total of 32 respondents as employees and 7 respondents as top management consisting of several different companies. Top management satisfaction related to the accuracy of decision making has a significant effect such as accurate and reliable information that helps in the accuracy of decision making. Where there are limitations on respondents, namely:

1. IT Consultant
2. *Sharing session* as one of the company's people development strategies

It is found in previous research sources that the Knowledge Management (KM) process has an important role in the implementation of various Information Systems (IS). Several review studies were conducted to provide a better understanding of the current research trends of the KM process. However, this issue still needs to be examined from another perspective. It was observed that previous studies neglected examining the KM process studies with regard to IS. The main findings of this study indicate that knowledge sharing is the most frequently studied KM process, followed by knowledge acquisition and knowledge application. Moreover, the questionnaire survey was found to be the most reliable research method for data collection in the context of KM processes. Additionally, 78% of the studies analyzed recorded positive research results. In terms of IS types, most of the studies analyzed focused on investigating the impact of KM processes on E-business systems, knowledge management systems, and IS outsourcing, respectively. Moreover, in terms of data collection, most of the studies analyzed were mainly focused on participants who were IS executives/managers. Moreover, most of the studies analyzed that achieved positive results were conducted in China. To that end, this review study attempts to demonstrate and detail the recent increase in interest and progress made in KM process research with the IS study in mind, which forms an important reference for scholars in the KM field.

4. DISCUSSION AND RESULT

To see if it is sharing *session* employees feel assisted in making decisions when working on projects, a survey was conducted of 32 respondents who are employees in the field of IT consulting with the following details:

1. From 32 respondents obtained the age range of employees aged 23-45 years who have an average work experience of 1-3 years and more than five years, the rest are new employees with work experience of less than one year.
2. Of the 32 respondents also indicated that the companies where they worked had done this *sharing session* which is usually carried out once a month with 37.5% survey results, once a week with 34.4% results, 2-3 times a week with 21.9% results, and the rest with uncertain time intensity.
3. *Sharing session* was carried out by conveying various kinds of topics which 56.3% were dominated by free topics but still related to their scope of work, 25% answered the topics discussed were related to the projects they were working on, and 18.8% stated the topics presented as freely as possible.
4. *Sharing sessions* which were held in their company almost entirely (93.8%) were delivered directly by fellow employees, meanwhile 6.2% attended by *experts*.

5. Respondents stated that as many as 46.9% of them often attended activities sharing *sessions*, 37.5% stated that they were always present at every sharing *session* carried out, and 15.6% of respondents stated that they rarely attended these activities.
6. However, more than half of the respondents (56.3%) stated that it turned out to be from all sharing *sessions* that not all of the material presented they can understand well, while the rest can understand well the material presented by the speakers.

Although more than half of the respondents stated that not all of the material was well understood, the sharing *session* has helped more than half of them (81.3%) in project work. However, 18.8% of the 32 respondents considered that the materials presented in the sharing *session* did not help them in working on the project. Therefore, 78.1% of respondents stated that a sharing *session* carried out can also assist them in making decisions related to the project that is currently being carried out. So 87.5% of 32 respondents stated that the activity sharing *session* still needs to be held in the company because it has a positive impact. The positive impacts such as adding and updating knowledge of employees, get to know and socialize more with colleagues, and addinsight from the experience of colleagues.

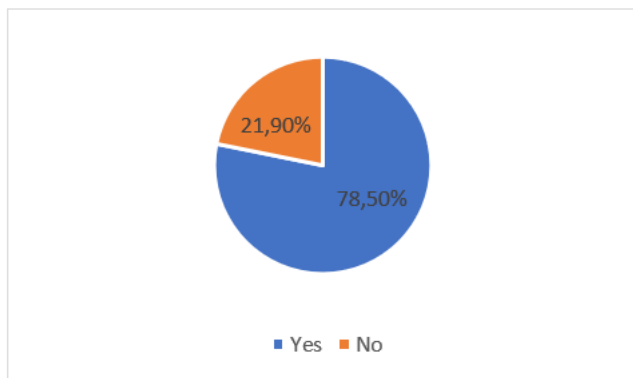


Figure 1. Activity Diagram *Sharing Session* Employee

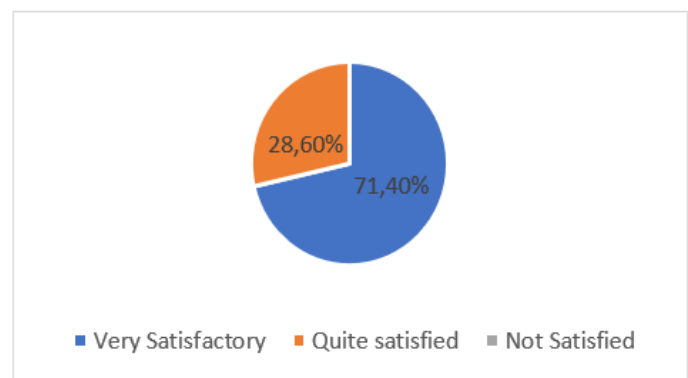


Figure 2. Top Management Decision Making Accuracy Diagram

From the survey results above, the authors validated whether Top Management felt an increase in decision-making ability by employees with the activity sharing *session*. Validation was carried out through a survey of 7 respondents who occupy Top Management positions in the IT consulting field with the following details:

1. From the results of a survey of 7 respondents with top management positions in the age range of 23-45 years consisting of several companies involved in filling out the questionnaire, 100% of the top management were male.
2. Of the 7 respondents, all of them had work experience of more than 5 years. From the 7 respondents the results also showed that the activity sharing *session* assists in the exchange of knowledge and improving collaboration and corporate culture by top management stating that their company is 100% carrying out activities *sharing sessions* in making project work decisions and adding insight to daily work.
3. From the results of the survey, 7 respondents stated that in the company where they work 100% carry out activities *sharing sessions*.
4. Of the 7 top management respondents, 71.4% carried out activities *sharing sessions* Once a month, 12.3% do it 2-3 times a week and 14.3% hold *sharing sessions* as much as 1 time in a week.
5. Of the 7 respondents indicated that the activity sharing *session* 100% helps increase knowledge at the top management level in the companies involved in filling out this questionnaire.
6. Of the 7 respondents indicated that 85.7% *sharing sessions* were highly impacted by top management in making decisions at work, then 14.3% of top management levels indicated that activity sharing *sessions* had quite an impact on decision making related to implementing projects in the company

From the results of a survey conducted on Top Management, 71.4% answered very satisfied with the accuracy of decision making by employees after the activity sharing *session*, while 28.6% answered quite satisfied.

5. CONCLUSION

From the results of the two surveys that have been carried out, it can be concluded that companies that apply sharing *session* as a strategy people *development* provide satisfaction felt by *Top Management* regarding the accuracy of employees in making decisions related to projects, this is in line with survey results which state that employees feel helped by their presence sharing *session* in the decision making process. Besides that, employees get several benefits such as increased insight and knowledge related to IT consulting, especially projects that are being worked on, and the formation of closer relationships between

colleagues. In addition, it can also be concluded that sharing sessions help companies create an environment where knowledge can be shared, accessed, and used effectively by all members of the organization which is the goal of knowledge management itself.

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