

# The Influence of KMS Trello on the Intern Performance CDC UIN Jakarta

Jihan Fadhilah<sup>1</sup>, Evy Nurmiati<sup>2</sup>

<sup>1,2</sup> Faculty of Science and Technology, UIN Syarif Hidayatullah Jakarta, Tangerang, Indonesia  
<sup>1</sup>jihan.fadhilah6@gmail.com, <sup>2</sup>evy.nurmiati@uinjkt.ac.id

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**Abstract**— Trello is software used for knowledge and project management. The ease of appearance and integration with Google Drive makes the UIN Jakarta Career Development Center interested in using Trello as a workspace for their intern. The problem of this research stems from the number of interns with non-technological backgrounds and this is the first time using this tool. So the purpose of this study is to see the effect of Trello software on the intern performance and to see the difference in influence between technology and non-technological interns. The research was conducted using a qualitative method, namely conducting interviews with 5 interns from each existing division and also making direct observations of their work through the WhatsApp Group within a period of 2 months.

**Index Terms**— Career Development Center UIN Jakarta; Intern Performance; KMS; Trello.

## I. INTRODUCTION

In the current era of globalization, competition has begun to fade and is slowly being replaced by collaborating with each other. Collaboration is the action of the parties to produce a "win-to-win" decision so that it can explain and implement the practices of two or more parties with the aim of achieving the common goals that have been agreed at the beginning [1]. The collaboration process will create more innovations and benefits for the collaborating parties.

There is a lot of software that can be used as a collaboration medium at this time and also functions as a Knowledge Management System (KMS), one of the applications that is widely used is Trello [2]. Trello offers ease of use and a user-friendly interface that makes it very easy to use [3]. Trello users are dominated by students and workers because this application is widely used as a work collaboration application between teams so that they can exchange ideas and collaborate with one another.

UIN Jakarta Career Development Center is a self-development and career service unit that accommodates students and alumni of UIN Syarif Hidayatullah Jakarta, as well as the general public to develop themselves and prepare excellent careers for them. UIN Jakarta Career Development Center also helps disseminate information related to job vacancies,

internships, as well as training or seminars related to self and career development [4].

Almost all workers who help in UIN Jakarta Career Development Center events and activities are students who are Season I and Season II Interns of UIN Jakarta Career Center. The collaboration software that is used to monitor the performance of the intern and as their workspace is Trello. Interns can add their jobs and documents via the card according to the program being run by the UIN Jakarta Career Center. All of their work can be directly documented into Google Drive if the Trello account is linked to the board owner's Google Drive account.

The application of knowledge management is considered important to improve the performance of employees [5][6]. In addition to knowledge management, human resource management also affects employee performance[7][8]. Some of the benchmarks that researchers use to measure the performance of the UIN Jakarta Career Development Center interns, including personal knowledge, job procedures, and technology literacy [9]. The results of this internal performance report are used as routine evaluation material for the UIN Jakarta Career Development Center in maintaining human resources who are the driving force for all forms of activities and events run by this organization.

KMS (Knowledge Management System) is a technology that is useful for improving employee performance and productivity. The ease with which interns feel when they want to document or ask for help from other colleagues can affect their work performance and productivity. The arrival of the new interns in Season II makes the adaptation of using Trello start at the starting point again.

The problem that is the focus of this research stems from the number of interns who do not come from a technology education background so they are not familiar with these tools and there are even some of them who are using Trello tools for the first time as their collaborative workspace.

On this basis, this study aims to determine how influential the Trello software which is used as a Knowledge Management System on the performance of

the UIN Jakarta Career Development Center interns and to see the difference in the influence of understanding the use of Trello software between technology and non-technological interns so that they can continuous improvement is carried out to increase the value of the organization. In addition, the results of this research can be used as further evaluation material for the UIN Jakarta Career Development Center to maintain Trello as their collaboration workspace and KMS or replace it with other software.

## II. LITERATURE REVIEW

### A. Knowledge Management System

*Knowledge management* can be interpreted as a scientific discipline that is useful for an organization or company in encouraging the creation, sharing, and development of knowledge in the organization or company [10]. The focus in Knowledge management is on the process, creation, acquisition, refinement, storage, transfer, sharing, and utilization of knowledge [11]. The process of implementing knowledge management requires 3 main factors, namely humans, technology, and processes.

To support optimizing the application of knowledge management, an organization can use a Knowledge Management System (KMS) as a fulfillment of technological factors for the collaboration process in the company to build a sharing habit in the company [12]. KMS is useful for sharing new information and knowledge obtained by employees and company officials, making it easier for employees to learn deeply about the company, and creating with this knowledge new innovations can be created to develop the products offered by the company [13].

### B. Trello Software

Trello is a website and application-based software. Trello is referred to as a work management tool where teams can plan, collaborate on projects, plan workflows, and track each other's work progress so that it can be used as software to share knowledge together [3]. In Trello, there are many features that will help in project and knowledge management, including a calendar that can be used to create a scheduling schedule.

For knowledge storage, all files in the form of PDF files, documents, videos, and photos can be stored on Trello. Then the file can also be saved to the organization's Google Drive, making it very easy to share knowledge and store data.

### C. Internship Program

according to [14], the internship program is intended as a program to adjust the existing industry needs with the material that has been studied during college students so that there is a real implementation of the theory that has been given. The internship program is

regulated in Indonesian law, namely in Permenaker No. 6 Year 2020 [15], where it is stated that apprenticeship is part of the job training system by working directly under the guidance of competent workers in order to master certain skills or expertise. For some universities, the Internship program is one of the graduation requirements which is usually referred to as PKL (Field Work Training).

### D. Performance assessment

Performance appraisal is used as a measuring tool that determines whether workers in an organization have provided maximum work results and carry out work according to applicable standards and carry out assessments that measure the strengths and weaknesses of these workers for further improvement [16]. according to [17], there are 5 work indicators, including:

1. Quality of work, related to work results, such as work tidiness, skills, conformity with deadlines, and others.
2. Quantity of work, related to targets such as the ability to carry out instructions, the ability to complete several jobs, and others.
3. Attendance, namely the presence of workers according to working time at events and daily at the office.
4. Cooperation, namely the ability to do work together
5. Initiative, namely the ability to decide something without having to be given a command, and do what should be done well.

## III. METHOD

According to [18] Research method is a scientific method used to obtain data, facts, and information needed for certain purposes and uses.

### A. Research methods

In this study, the researcher used a qualitative approach with a descriptive method. Qualitative approach according to [13] is a research approach method with a theoretical explanation of the data that emphasizes the perspective, definition, and interpretation of the informant with the direction and purpose of leading to an understanding of a problem based on their views.

While the descriptive method is a method that describes, explains, and answers the problem of a phenomenon or the relationship between variables and the phenomenon [19].

The use of the descriptive qualitative method was chosen because the researchers wanted to know more about their opinions from the perspective of each intern from various divisions regarding the Trello software used as a KMS and their workspace during their

internship at the UIN Jakarta Career Center. Researchers also want to know their opinion on how influential this software is on their daily performance so that it can be a material for continuous improvement for the UIN Jakarta Career Development Center in the future regarding this KMS.

### B. Data collection technique

The researcher used a qualitative approach with several data collection techniques, namely by conducting observations, interviews with several informants, and looking for references related to research topics from several literature studies.

#### 1. Observation

In general, observation is making observations on the behavior of others, and noting interesting things that are found [20]. In this study, observations were made by observing the work processes that occurred at the UIN Jakarta Career Development Center Intern. Interaction between Interns is carried out through WhatsApp Groups and observing work progress at Trello for 2 months since October 2021

#### 2. Interview

Interview is a data collection technique by asking several questions related to a topic directly to the informant [20]. Interviews were conducted online via WhatsApp calls directly to the specified informants. Interviews were conducted using the In-Depth Interview technique [21] where questions are submitted spontaneously and informally between the researcher and one person.

There were 5 informants who were interviewed regarding the topic of this research. Researchers used purposive sampling method in selecting informants from each division at UIN Jakarta Career Center

#### 3. Literature review

Literature study is a data collection technique that is carried out indirectly, but through other media in accordance with the research being researched [22]. To support the research and complete the information, the researchers used additional references from various books, journal articles, websites, and from previous research.

## IV. RESULT AND DISCUSSION

### A. Characteristics of Informants

In qualitative research, people who are used as sources of research data are referred to as informants. Because this study focuses on the performance of the UIN Jakarta Career Development Center Interns, the informants in this study are 5 season I and Season II

UIN Jakarta Career Development Center interns, with characteristics as shown in Table 1 below.

The selection of informants in this study used a purposive sampling method, where the researcher selected samples based on needs and also on the consideration that the selected samples could represent certain groups or groups [23]. The five selected informants are representatives from each division at the UIN Jakarta Career Center. In addition, informants were also taken from Season I and Season II interns so that they can see the differences of opinion that will be conveyed by them later.

TABLE I. INFORMATION CHARACTERISTICS

Initials	Profile	Position
SA	Lecturer at UIN Jakarta	Head of UIN Jakarta Career Center
SH	Islamic Communication and Broadcasting, 2018	Administration Intern, Season I
KD	Islamic Banking, 2018	Event Management Intern, Season I
MI	Information Systems, 2019	Data Specialist Intern, Season II
AL	Information Systems, 2019	Social Media Intern, Season I

The researcher met SA as the first informant to ask permission to conduct research because the results of this study can be used as material *continuous improvement* for the UIN Jakarta Career Development Center in the future. SA gave permission for the researcher to conduct interviews with SA and other informants (SH, KD, MI, and AL). The interview process was carried out online using a WhatsApp call on December 10, 2021 at different times. Interviews were conducted semi-formally so that the informants could comfortably convey their answers in detail and depth (depth interview). The interview time for each informant is different, with a time span of 10 – 20 minutes per informant.

### B. Result Category

Based on the results of interviews and observations made, the researchers selected relevant data between the subject matter and the topic under study. Then several categories were generated related to the application of knowledge management, KMS Trello, and the internal performance of the UIN Jakarta Career Center. After the data is reduced, 3 categories of results are obtained, namely:

#### 1. Human Resources

The success of implementing knowledge management cannot be separated from the role of human resources in the organization. The human

resources owned by the UIN Jakarta Career Development Center are almost entirely students of UIN Jakarta who do volunteer internships at the UIN Jakarta Career Center.

The HR selection process is also carried out in stages and through a rigorous selection process. The total number of interns at the UIN Jakarta Career Development Center is 40 people (10 Season I interns and 30 Season II interns). Qualified human resources and the right technology will support the increase in productivity and value of the UIN Jakarta Career Center. The following is an excerpt from an interview with Informant I:

- SA: "Me and the coordinators held a closed workshop with the theme of offline public speaking in October 2021, so that they could have knowledge for themselves and disseminate it to other internal friends who were unable to attend at that time through KMS Trello. I also often share information on webinars for them to participate in in order to add value to themselves and they can apply it at the UIN Jakarta Career Development Center later."

The coordinator supports HR management and knowledge transfer through workshops and webinars in order to gain knowledge for internal staff. And the documentation is stored in KMS Trello. Other informants described the activities they participated in during their time as interns, including:

- SH: "I really like things related to journalism and was assigned as a publication review team too, so that some time ago an online workshop was held to write, and I attended the workshop."
- KD: "I often follow the webinars shared by SA's mother because I like to learn new things"
- MI: "Because I just entered as part of the internal Career Development Center of UIN Jakarta, I am very active in participating in all activities to increase my knowledge and I will share it with my friends in my division"
- AL: "I was the first intern here so I gained a lot of knowledge from attending meetings with Mrs. SA, attending webinars, video conference meetings with partners, and of course workshops held by the UIN Jakarta Career Center"

Based on some excerpts from these interviews, it can be concluded that HR management at the UIN Jakarta Career Development Center related to knowledge sharing is carried out through seminars and workshops which are then distributed to other internal friends who do not attend these activities through KMS Trello.

## 2. Knowledge management

*Knowledge management* It is closely related to two types of knowledge, namely explicit knowledge (documented knowledge) and tacit knowledge (internal knowledge). Knowledge management at the UIN Jakarta Career Development Center according to several informants is as follows:

- SA: "Knowledge is a valuable thing for us. Moreover, the status of friends here is as an intern for a period of 6 months. So we manage their knowledge very well. We hold monthly reports to share knowledge and gather knowledge in one month then the admin team will save the minutes as documentation"
- SH: "As the admin team, I am in charge of writing meeting minutes as a way to store the knowledge gained during the meeting."
- KD: "The knowledge that I get from various webinars, I usually share directly with event friends so that it can become new insights for the next event, and is immediately greeted by group discussions by my usual friends"
- MI: "Because I am a data team, so we manage the existing knowledge in our database and then it will be visualized in the next monthly report, or in some activities that require visualization of the collected data"
- AL: "I often share the knowledge I get here on my personal social media, or use it as content feeds on the UIN Jakarta Career Development Center Instagram which I dropped first on Trello to get feedback"

*Knowledge management* for tacit knowledge, it is done by disseminating information between individuals and between divisions and also visualizing the knowledge that has been obtained every month in monthly reports so that knowledge can be distributed to other individuals and divisions. For explicit knowledge that is applied, namely storing the results of the minutes, division monthly reports, and also content posted on Instagram on KMS Trello.

## 3. Sharing and Storage the Knowledge

Trello is a KMS used by the UIN Jakarta Career Development Center as a tool for sharing and storing the knowledges.

- SA: "We use Trello because it's free and very easy to use. Since Season I, our workspace has been here and we convey the progress of all projects and we save the documents to Google Drive which is connected to Trello"

- SH: "At first I was not very familiar with this tool, but it was very easy for me, especially in terms of administrative document management because it can be directly connected to our Google Drive files"
- KD: "Even though I'm not from the technology department, I've used this tool before. The event team is very helpful because the progress of the project can be seen more clearly"
- MI: "This is the first time I've used this tool, but so far I haven't encountered any difficulties because it's easy to use and I can retrieve data and do the requested tasks quickly because each division has its own card"
- AL: "The social media team is very helpful, especially when requesting a post review or saving the results of posts that have been approved"

So it can be concluded that Trello greatly facilitates the work of internal employees and increases their productivity because it is easy to see the tasks that must be done by each division. The process of storing documents that are directly connected by Google Drive is also very easy in terms of finding the documents needed, thus speeding up their work process.

## V. CONCLUSIONS

The following are some conclusions related to the research that has been carried out, including:

1. From the existing problems, it is concluded that the adaptation process can be carried out quickly by the intern with non-technological backgrounds and those who are using Trello KMS as their workspace for the first time.
2. UIN Jakarta Career Development Center supports the performance of its intern employees with KMS Trello so that their performance is considered to be faster, more effective, and efficient because of the easy-to-use Trello display and Trello storage media that really helps their work.
3. There is no significant effect related to the use of Trello for intern with non-technological backgrounds and for intern with technological backgrounds.
4. The results of the study stated that the knowledge management applied was by holding workshops, webinars, discussions and monthly reports for the management of tacit knowledge. While the explicit knowledge is storing the results of the minutes, reports per division during monthly reports, and storing ideas in Trello. So Trello greatly improves the

performance of the intern because of its convenience and facilities.

For further research, the researcher suggests that an overall study be conducted using quantitative methods so that a more valid percentage of numbers can be obtained to measure the performance of the intern UIN Jakarta Career Center.

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