

Effectiveness of Work Training Programs in Improving the Quality of Human Resources (Study at the Manpower Office of Batu City)

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Abstract

Batu city is considered to be one of the cities that has a fairly high number of open unemployment. According to the Central Bureau of Statistics, unemployment in Batu City has increased by 5.84%. So that the quality of the workforce increases and can compete with a competent workforce. Various training majors have been implemented and one of them is the office administration and hospitality department. On average, graduates from this training get jobs not in accordance with the majors that have been followed in the training. The purpose of this study was to determine whether the implementation of training was effective in improving the quality of human resources in Batu City. This research method uses quantitative research with descriptive analysis using a questionnaire as a data collection tool. These respondents were all training participants totaling 50 people. The results of this study can be concluded that an effective workforce training program can improve the quality of human resources. This can be proven by the results of the regression analysis.

Keywords: Effectiveness, Implementation of training programs, Quality of human resource

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1. Introduction

Indonesia is a country that has a very large population and continues to grow every year. The total population in Indonesia in 2021 has reached 273,879,750 people. Indonesia ranks fourth with the largest population after China, India and the United States. Population is one of the factors of production in the economy, in addition to land, capital, and entrepreneurship. The intended population is humans in a country which is a driving factor in the production sector owned by a country. However, in developing countries, the owned population is not one of the driving capital for the economy, but the increasing population growth creates new problems.

Indonesia is currently facing many very complex labor problems. The cumulative number of unemployed continues to rise sharply, in line with the increase in the number of school graduates. This must be addressed immediately so as not to continue to increase the number of unemployed in Indonesia and increase the poverty rate, its population, poverty can also be caused by quite large unemployment. The problem of unemployment is a problem that until now has not been able to be overcome by the national government in general and local governments in particular. One of them is in Batu City. Batu City is considered to be one of the cities that has a fairly high number of open unemployment. In 2021 the number of open unemployment will increase by 5.93%.

The rapid progress in the field of science and technology that is happening at this time has resulted in the increasingly stringent industry and world of work in recruiting prospective workers. Thus,

prospective workers must anticipate the impact that occurs by making efforts to improve skills and expertise according to developments that continue to move dynamically. The impact of these changes has resulted in the industry and the world of work tending to employ reliable workers so that the products or services produced can compete in today's economy, both at local and global levels.

Problems in employment are complex problems. Among them is the quality of the workforce which is still relatively low both in terms of education as well as expertise and skills. Although many job vacancies are available, they are often quite difficult to fulfill because the expected criteria are not in accordance with the capabilities of the workforce. So there are unemployment problems. Unemployment in Indonesia continues to increase accumulatively, therefore employment problems are a concern of various parties including the government, educational institutions, and also the community.

Unemployment increases in line with the increase in the number of school graduates. This must be addressed immediately so as not to continue to increase the number of unemployed and also not to increase the poverty rate. Unemployment is a problem that continues to increase from year to year. The problem of unemployment is not only caused by the narrowing of the world of work, but also the low quality of our human resources (HR). Developing countries are often faced with high unemployment rates because of the narrow employment opportunities and large population.

Various programs have been carried out in an effort to improve human resources so that the problem of unemployment can be minimized. One of them is through workforce training. The Manpower Office of Batu City is a facilitator to organize job training to develop job training programs to equip them with special skills and skills to be able to work in accordance with the needs of the labor market. This training was held specifically for the first graduates of Senior High School (SMA) and Vocational High School (SMK) in Batu City.

Based on data from the field at the Manpower Office, the implementation of special training activities for high school and vocational high school graduates in Batu City shows that 80% of the average job placements are not in accordance with the vocational training graduates. Like one of the participants who graduated from a hospitality vocational school worked at the Cinemaxx Theater as a Customer Service. The office administration graduates work at the Anastasia Sidomulyo Batu Pharmacy as employees.

The implementation of these activities should be able to help the unemployed get decent jobs so that the number of unemployed in Batu City can be reduced significantly. The role of the government in improving the quality of the workforce in Batu City is also required to facilitate training programs in preparing a skilled workforce, to support a qualified workforce. The necessary facilities and infrastructure must be provided by the government to support the implementation of a good job training program. Of the many job trainings organized by the government, of course there is cooperation with certain parties who can assist the government for the implementation of effective workforce training.

2. Literature Review and Hypotheses

In this theoretical study chapter contains the concepts related to the research conducted. The literature review contains an empirical basis for relevant previous studies. In this case, to see the success in evaluating the implementation of job training, the Kickpatrick model consists of 4 factors, namely reaction, learning process, behavior change, and results. And to see the quality of human resources can be seen from the knowledge, skills, and abilities. The hypothesis of this research is:

Ha: If the implementation of job training is carried out effectively, the quality of human resources will increase

Ho: If the implementation of job training is carried out ineffectively, the quality of human resources will decrease

3. Methods

The research method includes the type of research that is quantitative with descriptive analysis, the research variable is the implementation of job training as the independent variable and the quality of human resources as the dependent variable. The operational definition of the variable is between job training programs and the quality of human resources, the instrument measurement scale uses a Likert scale, the population of respondents is 50 trainees. The sampling technique used a saturated sample, namely the population was taken as a sample. Sources of data obtained from primary data and secondary data, data collection through questionnaires, interviews and documentation. Validity and reliability tests where to test the level of validity of research instruments and data analysis include descriptive analysis, simple linear regression, correlation coefficient test and coefficient of determination test.

4. Results

From the overall results of the research that has been done, it is clear that the implementation of effective training can improve the quality of human resources. It can be shown from the results of the regression analysis that the regression coefficient is 0.383 and has a positive value so that it can be said that there is a positive influence on improving the quality of human resources, and it can be seen from the significance value which is less than 0.05, which is 0.000. In the F test it is also said that the F value is 43,974 and the Sig. of 0.000. The value in the calculated F test is greater than the F table, namely ($43.974 > 4.04$) and the value of Sig. smaller than (0.05) that is ($0.000 < 0.05$). This test proves that H_0 is rejected and H_1 is accepted so that it can show that the implementation of workforce training is significantly effective in improving the quality of human resources. According to the training method proposed (Decenzo & Robbins, 2002) in the effectiveness of the implementation of job training at the Manpower Office of Batu City, it shows that off the job training (training outside working hours) is carried out as a training method carried out outside working hours, the training is held attached to the the job for which it is assigned. With the technique of coaching (coaching) with a mentor (coach) trying to set an example for the trainees who are being trained to imitate. The training activities by conducting simulations are like training carried out in a special room separate from the usual workplace and provided with the same equipment as those used in actual work. Programmed learning is a systematic program to teach skills including presenting questions or facts, enabling a mentor to provide feedback and giving trainees immediate feedback about the accuracy of their answers. Another training activity is a seminar which is a method with the aim of developing the skills of participants to assess and provide constructive suggestions regarding the opinions of others. The purpose of the off the job training method on job training is expected to be able to achieve the target, so that it can be seen the direction of the job training held, and at the end of the job training period it can be evaluated whether the training objectives have been achieved or not.

Therefore, the results of job training need to be assessed and evaluated. An assessment of the training needs to be carried out to find out how far the increase in knowledge, skills, and attitudes of participants who take part in the training program. Therefore, the existence of job training activities at the Manpower Office of Batu City is able to improve the quality of a good workforce so that participants who want suitable jobs can be realized and have an impact on reducing unemployment in Batu City. Based on the results of the interviews, the researchers showed that the participants took part in job training where on average the participants got jobs that were not suitable. This is because participants fill their spare time rather than waiting for a suitable job, so it is better to work modestly according to the existing job vacancies even though they are not in accordance with the training major they have.

Job training activities carried out by the Batu City Manpower Office affect the quality of human resources, in accordance with the purpose of the training, namely improving the quality of the workforce in Batu City and useful if carried out continuously, if all workers or prospective workers are tested for competence before entering the industrial world and the business world. Thus, workers who have certificates after attending training will certainly be absorbed more than workers or prospective workers who have never attended training and competency tests and do not have a certificate from the Professional Certificate Institute (LSP) which is officially appointed by the City Manpower Office. Stone. Therefore, the Batu City Manpower Office through LSP will continue to carry out training for Batu City workers, both those who are already working (as employees) and those who will work by continuously improving them in order to be able to compete in the global market (international market).

With the training, the implementation of the Batu City Manpower Office training provides information, namely (1) reactions, measuring the extent to which labor participants or prospective workers are satisfied with the training of the Batu City Manpower Office as a whole as well as trainers/instructors, the material presented, and training environment; (2) learning, to find out the extent to which the participants mastered the concepts, knowledge and skills given during the training, usually a competency test is conducted; (3) behaviors, assessing the participants before and after training, as a comparison to determine the level of influence of training on changes in participant performance; (4) organizational results, to examine the impact of training on work groups or the organization as a whole.

The provision of training helps HR have a great opportunity to absorb new values that may not have existed so far, so that with the formation of these new patterns, training participants at the Batu City Manpower Office can improve their performance and skills in self-development to carry out their duties and responsibilities when entering the world of work. In line with the opinion of Widodo (2015: 84), stated that the purpose of training is to increase productivity, improve the quality of human resources, support HR planning, increase member morale, increase personnel capabilities and knowledge, and also improve the development of personnel capabilities and expertise.

From the objectives mentioned by Widodo, it can be said that the purpose of the training itself can improve the quality of human resources in this case is the workforce. This is also supported by the opinion of Notoatmodjo (2010: 4), that to improve the quality of abilities related to work ability, thinking and skills, the most important education and training are needed.

Based on the narrative of Hasibuan (2007: 72-73), there are two types to develop the quality of human resources, namely: formal and informal human resource development. First, formal human resource development, namely human resources assigned by the institution to attend education or training, whether carried out by the institution or the training institution. Human resource development is formally carried out because of the demands of current and future tasks.

5. Discussion

From the overall results of the research that has been done, it is clear that the implementation of training can improve the quality of human resources. It can be shown from the results of the regression analysis that the regression coefficient is 0.383 and has a positive value so that it can be said that there is a positive influence on improving the quality of human resources, and it can be seen from the significance value which is less than 0.05, which is 0.000. In the F test it is also said that the F value is 43,974 and the Sig. of 0.000. The value in the calculated F test is greater than the F table, namely ($43,974 > 4.04$) and the value of Sig. smaller than (0.05) that is ($0.000 < 0.05$). This test proves that H_0 is rejected and H_a is accepted so that it can show that the implementation of workforce training is significantly effective in improving the quality of human resources.

Work activities carried out by the Batu City Manpower Office affect the effectiveness of the quality of human resources, in accordance with the purpose of the training, namely improving the quality of the workforce in Batu City and useful if carried out globally, if all workers or prospective workers are tested before entering the industrial world and the business world. Thus, there will be more workers who have certificates after participating in the training compared to workers or prospective workers who have not participated and are competent and do not have a certificate from the Professional Institute (LSP) which is officially appointed by the Batu City Manpower Office. Therefore, the Batu City Manpower Office through LSP will continue to carry out training for Batu City workers, both those who are already working (as employees) and those who will work by continuously improving them in order to be able to compete in the global market (international market).

6. Conclusion

The overall results of the research show that the implementation of Job Training (X) is significantly effective in improving the Quality of Human Resources (Y). This can be proven from the results of the regression analysis, namely the regression coefficient of 0.383 and has a positive value so that it can be said that there is a positive influence on improving the quality of human resources, and it can be seen from the significance value which is less than 0.05, which is 0.000. In the F test it is also said that the F value is 43,974 and the Sig. of 0.000. The value in the calculated F test is greater than the F table, namely ($43.974 > 4.04$) and the value of Sig. smaller than (0.05) that is ($0.000 < 0.05$). This test proves that H_0 is rejected and H_1 is accepted. So it can be said that the research hypothesis "if the implementation of job training is carried out effectively then the quality of human resources will increase" is accepted. Based on the results of the interviews, the researchers showed that the participants took part in job training where on average the participants got jobs that were not suitable, because the available jobs were not in accordance with the training majors they were attending.

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