

DEVELOPMENT OF EDUCATION AND TRAINING PROGRAM DPC SPN DNATURE IMPROVES HUMAN RESOURCES ON THE QUALITY OF JOB LIFE FOR TRADE UNION MEMBERS IN SERANG REGENCY COMPANIES

Asep Saepulloh¹, April Laksana²

¹Sekolah Tinggi Ilmu Ekonomi Dwimulya

²Universitas Bina Bangsa

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ABSTRACT

There are many companies in Banten Province, with several companies with the most significant capital investment as an industrial head in modern Cikande in Serang regency. Each company has several Trade Unions housed in Serang Regency such as the National Workers Union (SPN), which has been established for a long time in Serang district. Workers are assets of companies where they are the most essential part of carrying out production activities in each company, workers are members of the Trade Unions who have a high dedication in protecting workers and their members in all the rights owned by workers in each company in the field of education, so that the quality of self possessed by workers becomes one capital to develop knowledge and performance in the company where they work. The Branch Representative Council (SPN) of Serang Regency has a development in the field of work programs in the National Trade Union, to be used as a work reference in providing welfare and quality of work life for the development of potential in the field of education and training for its members.

E-mail:
Riskalaksana87@gmail.com

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1. INTRODUCTION

There are many companies in Banten Province, with several companies in capital investment as an industrial area in the most extensive modern Cikande in Serang regency. Each company has several Trade Unions housed in Serang Regency such as the National Workers Union (SPN), which has been established for a long time in Serang district . Workers are assets of companies where the most essential part of carrying out production activities in each company, workers are members of the Trade Unions that have high dedication in protecting workers and their members in all rights owned by workers in each company in the field of education, so that there is a quality of self which workers own into one capital to develop knowledge and performance in the company where they work. As an Indonesian citizen, every worker has the freedom to gather, associate, and express or express thoughts, both orally and in writing and obtaining decent work and quality of livelihood for humanity in education (Subijanto 2010).

The education level of the workers is still primarily dominated by junior high school (SMP) and high school (SMA) graduates, still in a low level measuring the quality of the workers are for with workers who have a bachelor's degree. That if it is known in terms of Human Resources (HR) owned by companies in Banten Province, just like they have an education level still below the standard in terms of graduates at the level high school. As workers, having the opportunity to obtain formal and non-formal education is very limited and it can even be said that it tends to be rarely given to workers to improve knowledge or skills (Subijanto 2010).

The employers do not provide welfare according to the level of education the worker possesses, as is the case with benefits, bonuses, work facilities and salaries. *The benefits* are different from workers who have the above level of education from workers who have the education below. Therefore, a difference that workers have from their level of education. Workers sometimes lose a motivation, become

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lazy and seem unnoticed by the company and do not have good results of their work in an appraisal

manner. The welfare provided by the company is significant and beneficial to meet the physical and mental needs of employees, and the provision of welfare will create calm, morale, dedication, discipline and loyal attitude of workers to the company (Laksana and Fajarwati 2021).

Trade Unions have a role and function as a legal umbrella for active workers in industrial enterprises. According to Payaman Simanjuntak (2003) the role and function of trade unions, 1. They are accommodating the aspirations and grievances of workers, both members and non-members of the union in question, 2 and channeling these aspirations and complaints to management or entrepreneurs directly or only the Bipatrit institution, 3. They are representing workers in bipatrit institutions, 4 and representing workers in the negotiating team to formulate the Collective Labor Agreement, 5 and representing workers in labor cooperation institutions at the same level as the Tripatrit institute, occupational safety and health council, 6. Fight for the rights and interests of members both directly to employers and through labor institutions, 7. They are helping to resolve industrial disputes, 8 and improving the discipline and morale of members, 9. Actively strive to create or realize safe and harmonious industrial relations, 10. Submit suggestions to management both for resolving workers' complaints, improving the work system, and increasing the productivity of legitimate companies (Simanjuntak 2003).

The Branch Representative Council (SPN) of Serang Regency has a development in the field of work programs in the National Trade Union, to be used as a reference for work in providing welfare and potential development in the field of education and training for its members. Education and training (training) is one way to improve the quality of human resources (HR), and in essence education is part of resource investment human beings (HR) to improve work skills and capabilities (Subijanto 2010).

Based on the research that has been developed, it is by the results of observations in the field and the assessment of each Leader of the Trade Union (PSP) of the company's SPN, the progress of its members in the quality of work life where depending on the SPN the company's representative makes education and training programs periodically every year.

Human resources are critical *assets* in the company in addition to financial capital. Human resource development needs to be improved for the quality of workers to make quality human resources (HR). Education and training (training) is one way to improve the quality of human resources (Subijanto 2010). Development of education and training programs created by the National Trade Union (SPN), as a form of union concern for the progress of members and workers. To improve the quality and quality of performance within the company of each member of the union. Empirically, education is the responsibility of the Ministry of National Education (Kemdiknas) and training is the responsibility of the Ministry of Manpower and Transmigration (Kemenakertrans) in the aspect of education and training.

Education and training (training) as an increase in the competence of human resource development (HR) programs of an organization, both government and private organizations, which carried out by analyzing the needs of competencies according to a specific job (Yuniari, 2018). The development of Education and Training (training), which the National Trade Unions usually carry out, always holds training such as organizing training, organizational work systems, organizational communication and training. Such as theorganizational activities carried out by the National Pakerja Union (SPN) in education and training (training) such as Basic Organizational Education, Organizational Management, Organizational Financial Management, Leadership, Character Building, Maternity, Occupational Health and Safety and Environment (K3L), Base Gender Violence (GBV), Action Management, Public Speaking, Effective Communication. In addition, the National Trade Union (SPN) created a professional education program for workers who want to have other skills such as English Courses, Chinese, Multimedia, Sound Enggineer, also soft skill others with bwork together several institutions from Haiba Institute, Ganez Institute, & All Industries

The worker can be observed from his ability to obtain an expected result (*performance appraisal*). The achievement of expected work results can be interpreted as an assessment of the results of workers' work both in terms of quality, the volume of work capacity produced based on the provisions that have become responsibilities of workers (Mangkunegara, 2017). Quality is seen from how much workers have the potential and ability to work for a productivity result. The National Trade Union at this moment makes several joint efforts of the company's management to improve the quality of work life in encouraging workers to have a good time. managerial and leadership potential in carrying out practical

and conducive work. Integrity and the relationship between factors that support each other's performance achievement process are the basic concepts of the quality of working life (Soetjipto, 2017).

The Branch Leadership Council (DPC) of the National Trade Union cares about the progress of its organization which is spread across all companies in Serang Regency, especially the administrators and members of the Nes. Progress of the organization is the level of leadership of a leader who can develop the organization and its members to move forward together. Looking at the philosophical about the quality of work life, axiologically the concept of quality of work life is a systematic effort in organizational management or management. The organization's management is carried out by providing opportunities for its members to play a role in determining how they work and the contributions given by members to their organizations in order to achievement of goals and successes of the organization (Soetjipto, 2017).

The quality of work life is a management perspective on people, workers and organizations. The quality of work life departs from the thinking of human philosophy, which is then taken as a paradigm in the management system as the essence of human beings in carrying out work activities. The nature of work is a thought that in its application in the environment of the organization or company is described as a model of organizational management and treats members of the organization or workers in a humane (Soetjipto, 2017).

The view of the quality of working life is several circumstances and practices of the company's goals by treating its workers, in the company environment according to the level of ability and skill capacity of the worker. While others state that the quality of work life is the workers' perception that they want to feel comfortable and safe. The quality of work life is a way of looking at management's concern about the impact of work on humans, organizational effectiveness and the importance of workers in solving decisions, especially those that concerns work, career, income and their fate in employment (Arifin, 2001)

2. METHOD

From all the backgrounds studied in sequence in *the case* carried out by the DPC SPN on the importance of education and training, programmed from the DPC of the National Trade Union (SPN), to improve the quality of work life for workers in field of education and training (training). Therefore, the DPC of the National Trade Union conducted research using a descriptive qualitative approach method, namely the data produced in the form of written or spoken words from people and observable behavior, and is a method that aims to describe a specific activity or circumstance (Yuniari, 2018).

Qualitative research data collection techniques are extracted data needed while managing education and training programs (training). researcher needs detailed and in-depth data and information on the overall implementation of education and training programs (Diklat) to achieve excellent and correct results per the objectives. Data collection according to Sugiyono (2012) data collection is the most essential part of the method or method by including (1) interviews, (2) *participant* observations, and (3) documentation (Sugiyono, 2016).

The data collected directly from an activity and programs created by the DPC of the National Trade Union (SPN) is a program of activities that are carried out naturally and spread the actual situation. This research uses a qualitative descriptive form of research, according to the natural background of facts in the field. Descriptive data is data in the form of words, images and not numbers (Lexi and M.A, 2010)

3. RESULT AND DISCUSSION

Educational programs owned by the National Trade Union in the field of education. The National Trade Union collaborates and synergizes with one of the universities in Banten, Bina Bangsa University. We are integrating to provide facilities and places for workers by providing learning accommodation provided by the National Trade Union which the University in continuing education has mutually agreed upon by obtaining recommendations from the National Trade Union to relearn and develop knowledge for the sake of development self-quality. In each program of the National Trade Union organization has a long-term period to be implemented from each program created as well as work programs in the field of education and training, work programs in the field of health and welfare (Kesra), work programs in the field of advocacy and other work programs (Laksana and Fajarwati 2021).

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The field program that the SPN is prioritizing for each Head of the Company's SPN Trade Union (PSP) is emphasized to prioritize education and training in each company, so that all members of the worker SPN has the ability and *soft skills* of individuals and teams. DPC SPN also wants to raise the degree of union members in order to get a decent quality of working life, as well as encourage union members to excel in every work and non-work activity in thinking and acting, to get a bright idea from a worker member in the view of management and chairman of the company.

Education Program

The educational program promoted by the SPN DPC to union members makes the primary key for SPN to be able to improve the quality of work livelihoods of SPN members in developing knowledge, in the industrial era 4.0 members unions to be required to hone *soft skills* so that competition in the industrial world becomes *fair* and quality. The importance of education can increase a person's degree to thinking circles in solving problems and providing *problem solving* for companies where SPN worker members work



Figure 1.
Signing of the MoU on the Education Program of DPC SPN and UNIBA

One of the leading programs of DPC SPN education is to collaborate with one of the Bina Bangsa Universities, where both parties agree to make a positive contribution to each other in education. SPN provides subsidies and recommendations to SPN members to continue their education at Bina Bangsa University. The university provides facilities for SPN to relearn and develop knowledge in management, social, political and industrial. The organization encourages members by organizing facilitators in the implementation process, in readiness of learning facilities, the presentation of fun materials, teaching methods and techniques facilitators can provide enthusiasm and motivation for students in participating in learning (Yuniari, 2018).

Activities in the development of worker members among others are conducting Academic Potential Tests by academics, to make union members deeper to gain knowledge and theoretical knowledge and applicational implementation of scientific potential in the managerial field of the company in the industrial era 4.0 and ensuring that worker members can apply these managerial abilities in the company where they work, after getting an intensive academic potential test and communication active in discussions.



Figure 2.

Akademic Potential Test (TPA) of SPN worker members with Bina Bangsa University

TPA activities provide a new spirit for union members in developing education in theory and practice in the company, as well as improving the quality of work life of union members to become pioneers in the company in managerial and management. In this case, it is one responsibility of the company's management to provide special education for its workers, as well as provide quality improvement in the field of education to provide stimulan workers to work well and carry out their work activities to be productive. Improving the quality of workers must be initiated from management to improve the knowledge and skills of workers through education and training, should every company have a moral responsibility to the educational qualifications of its workers so that a formal and non-formal education is programmed (Subijanto, 2010).

Training Program

In addition to the education that is the main dpc SPN to its union members, the union also encourages its members to participate in training activities organized by government agencies nor union organizations. The challenges in the world of industry 4.0 are getting bigger and bigger in front of our eyes, so that the work done by hr will gradually be replaced by advanced technology with its own time. Therefore, DPC SPN prepares its union members to keep up with the development of the times of advanced technology, so as not to be beerus or replaced by technology for an activity future production. There are still some disadvantages of Indonesian human resources such as low productivity, low level of education and mastery of foreign bahasa and inadequate skills and expertise (Setiadi, 2017).



Figure 3.

Training of SPN members with government agencies and external organizations

The primacy of the DPC SPN synergizes with several agencies, so the formation of organizational integrity in an SPN concern to improve the quality of work life of union members. Training development continues to be carried out to ensure the seriousness of SPN in paying attention to the welfare of its members in feeling the benefits that can be directly obtained from education and training programs organized by DPC SPN to SPN members in every company in Serang Regency and its surroundings.

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Training makes union members have superior competence in human resources, able to compete with technological developments that are increasingly developing in the industrial world. The main issues that are considered as business issues related to HR include: managing HR to create HR capabilities (competencies), managing workforce diversity to achieve a competitive advantage, manage human resources to face the globalization of Anatan and Ellitan (2009) in (Setiadi, 2017).

4. CONCLUSION

Development of education and training programs made by DPC SPN, because of the form of leadership and great responsibility for an organization to advance in the context of the quality of work life of the union members. Education and training programs that are the primary key to SPN for organizational progress such as Improving the competence of SPN members in order to become more advanced in each company. Develop the science of SPN members in managerial mastery in managing the company in which union members work. Making SPN members have a leadership nature in embracing other union members. Have a sense of responsiveness to the tasks carried out by SPN members in advancing the organization, Leading in the mind and an active role in promoting the productivity of product results within the company. Always a role model for workers to serve, nurture and provide Problem solving for management and workers. Support all existing policies in the government and companies in the form of tripartit. Carry out activities that can provide tangible benefits for the interests of workers and support all company programs for the betterment of union organizations and management

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