


## Analysis Of The Role Of The Depok Manpower Office In Developing Human Resources Through Job Training

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Article Info	ABSTRACT
<b>Keywords:</b> Workforce Training, Human Resources, Competency,	This study aims to analyze the role of the Department of Manpower of Depok City in developing human resources (HR) through workforce training programs. This research employs a qualitative descriptive method, with data collected through interviews, observations, and documentation. Interviews were conducted with key informants from the Department of Manpower and training participants to assess the program's effectiveness. The research findings indicate that the competency-based training programs aim to enhance workforce skills and reduce unemployment rates. The training programs offered are diverse, including barista, culinary arts, vehicle servicing, graphic design, and fashion design, using a 70% practical and 30% theoretical approach. Standardization based on SKKNI ensures training quality, while industrial apprenticeships increase participants' job opportunities. With simple registration requirements, the program provides greater accessibility for the residents of Depok City. Overall, the Department of Manpower of Depok City plays a significant role in enhancing workforce competitiveness and community welfare, aligning with the city's development vision.
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### INTRODUCTION

Human resources are one of the most important factors in a company or organization. Human resources also serve as a determinant of a company's growth. Essentially, human resources refer to the individuals employed within an organization as the driving force in achieving its objectives. As employers, they must provide wages or salaries to their workers who fulfill their duties. It is undeniable that many people work to earn a wage or compensation. Human resources are crucial for large companies, especially in today's highly competitive environment. Therefore, the productivity of human resources must be improved to ensure a company's sustainability.

Indonesia is one of the countries that sends its citizens abroad as migrant workers. Indonesian migrant workers (Tenaga Kerja Indonesia, TKI) refer to Indonesian citizens working overseas in countries such as Malaysia, the Middle East, Taiwan, Japan, and Korea under fixed-term employment contracts and receiving wages. A global phenomenon

occurring in many countries is international migration, including labor migration. Increased international relations influence migration to various countries, leading to capital movements, including human resource mobility. The growing number of migrant workers over the years is one indicator of globalization. The deployment of overseas workers has significant macroeconomic impacts, particularly in increasing national foreign exchange reserves.

The unemployment rate in Indonesia has continued to rise, especially during the outbreak of the Covid-19 pandemic. Many people struggled to find jobs, and numerous employees were affected by layoffs (PHK). Vendors and small business owners suffered losses due to a decrease in customers and revenue. This issue has become a major focus for the government in its efforts to reduce unemployment and promote entrepreneurship by equipping individuals with skills to start their own businesses or find employment. Therefore, prospective workers and entrepreneurs must understand the future of the job market and business landscape to prepare themselves accordingly. Employment training programs are essential for human resources to gain knowledge on what to expect in the workforce. The goal of such training is to enhance employees' knowledge and abilities, enabling them to perform their jobs more effectively and efficiently. Training programs are structured initiatives designed to improve employees' professional knowledge and skills. The effectiveness of training programs is a key factor in determining whether they successfully achieve their intended objectives.

The Depok City Government's Department of Manpower (Disnaker) offers free training programs for residents of Depok. Disnaker frequently organizes various training sessions attended by representatives from the Family Welfare Empowerment (PKK) group, Female Heads of Households (PEKKA), Micro, Small, and Medium Enterprises (MSMEs) entrepreneurs, and Karang Taruna youth organizations, in accordance with the directions of Disnaker Depok.

Youth represent the continuation of previous generations' struggles in realizing national aspirations. In the workforce, the minimum age for regular employment is 15 years. The law prohibits companies from employing children. According to legislation, a child is defined as anyone under the age of 18. However, teenagers aged 13 to 15 may engage in light work, provided it does not affect their physical, mental, or social development. Light work requires written parental/guardian consent, and employers must provide them with employment contracts. Children can only work during the daytime for a maximum of three hours, ensuring it does not interfere with their education. Health and safety standards must be met, and wages must be paid in accordance with existing labor laws. If a child works in a family business, parental/guardian consent, a written contract, and wage payment are not required.

In today's era, acquiring quality education to develop human resources is relatively expensive. Moreover, many bachelor's degree (S-1) graduates still struggle to find employment, let alone those who only completed high school or did not pursue formal education at all.

One prevalent issue among young people is the difficulty in securing employment due to a limited job market and a lack of human resource competencies. Additionally, insufficient government-provided facilities further hinder job opportunities, contributing to the high

unemployment rate in the country. Thus, there is a need for government initiatives and policies to reduce unemployment, particularly among youth who have never worked before. Training programs can serve as an innovative solution to address this issue by equipping young people entering the job market with both theoretical and practical knowledge, helping them secure jobs or start their own businesses. This will ultimately reduce unemployment and increase job opportunities.

More than 59% of unemployed individuals in Indonesia are young people aged 15-29. Data from Statistics Indonesia (BPS) recorded 4.98 million unemployed individuals in this age group as of February 2022. Specifically, 1.13 million unemployed individuals were aged 15-19, 2.5 million aged 20-24, and 1.34 million aged 25-29. Meanwhile, unemployed individuals aged 30-39 numbered 1.4 million, those aged 40-49 totaled 1.2 million, those aged 50-59 reached 617,490, and those aged over 60 amounted to 199,100. In total, the number of unemployed individuals in Indonesia reached 8.4 million in February 2022, accounting for 5.83% of the total workforce of 144.04 million people. This figure was lower than in August 2021, when unemployment stood at 9.1 million (6.49%), and February 2021, when it was 8.75 million (6.26%).

Unemployment in Depok City remains significantly high. In 2021, the number of unemployed individuals in Depok was recorded at 117,816, representing 9.81% of the workforce. The majority of unemployed individuals had completed vocational or high school education (SMK/SMA), totaling 79,004 people. Given these high unemployment rates, long-term efforts are necessary to ensure the welfare of the people, particularly in Depok City. Training programs serve as a strategic solution to improve human resources, helping individuals determine their career paths, whether through employment or entrepreneurship. By reducing unemployment and increasing job availability, these programs contribute to economic stability. Training also yields significant benefits, particularly in equipping young people with essential skills, which enhances their job prospects.

To address these challenges, the Department of Manpower (Disnaker) has launched various training programs for all demographics, with a particular focus on youth. Disnaker Depok offers a wide range of training opportunities, including barista training, culinary arts, beauty and cosmetology, taxation, graphic design, barbering, accounting, electronic servicing, and more. These programs provide young people with valuable skills that can be utilized to start their own businesses or enhance their employment prospects in the future.

In developing the younger generation, the Department of Manpower (Disnaker) Depok has introduced various initiatives and policies aimed at equipping young people with knowledge across different occupational fields. The workforce training programs organized by Disnaker Depok play a crucial role in enhancing skills and preparing youth for diverse career opportunities.

## METHODS

This study employs a qualitative descriptive approach, based on positivist philosophy, to examine the research object in a natural setting. This method aims to describe, explain, and understand a phenomenon in depth through direct interaction with individuals or specific

groups. Data is collected through interviews, observations, and documentation, allowing the researcher to gain a comprehensive understanding of the issues being studied (Sugiyono, 2016).

The research was conducted at the Department of Manpower (Disnaker) of Depok City, located in the Depok Government Office, West Java. The study lasted for one month, specifically in June 2023. The research stages included initial observations, data collection, interview structuring, data analysis, and thesis preparation.

As the primary instrument, the researcher is responsible for collecting, analyzing, and interpreting data. The researcher's direct presence at the study site is crucial to understanding local values and social interactions, which cannot be measured solely through questionnaires. Therefore, a qualitative approach requires the researcher to build good relationships with informants to obtain accurate and in-depth data.

The unit of analysis in this study is the Department of Manpower of Depok City, which serves as the primary focus of the research to gain insight into the role of the institution in enhancing human resources through workforce training programs. Data is collected through interviews with key informants, direct observations, and document analysis of official reports and related records.

The data collection techniques include in-depth interviews with competent sources, document analysis of written records, and direct field observations. Data triangulation is conducted by cross-verifying information from multiple sources and methods to enhance the validity of the research.

Data analysis follows the Miles and Huberman model, which consists of four stages:

1. Data collection, where data is obtained through interviews, observations, and documentation;
2. Data reduction, involving the selection and simplification of relevant data;
3. Data presentation, which may take the form of narratives or diagrams to facilitate understanding;
4. Conclusion drawing and verification, carried out continuously until a pattern or reliable findings emerge (Sugiyono, 2019).

To ensure data validity, this study applies several techniques, including credibility, transferability, dependability, and confirmability. Data validity is tested through extended observations, source triangulation, and peer discussions. Data reliability is further assessed through negative case analysis, reference materials, and member checks, ensuring that the information obtained accurately represents the perspectives of the informants.

By employing this systematic research method, the study aims to produce accurate and accountable findings. The results are expected to contribute to the development of workforce training strategies and enhance the effectiveness of programs implemented by the Department of Manpower of Depok City.

## RESULTS AND DISCUSSION

### Profile

The Department of Manpower of Depok City plays a crucial role in enhancing human resource quality through various workforce training and development programs. As part of the Depok City Government's vision to realize a Smart City, this department effectively and efficiently manages human resource potential to facilitate public access to employment services and improve community welfare. According to Regional Regulation of Depok City No. 10 of 2016, the department is responsible for designing, implementing, and evaluating labor policies, including aspects of industrial relations and labor protection.

With the motto "Build Your Dream Through Training," the Department of Manpower of Depok City implements various strategic programs, such as Workforce Training and Productivity Programs, which include the development of Private Vocational Training Institutions (LPK) and Workforce Planning, through the formulation of Workforce Planning Reports (RTK). Additionally, the department is responsible for Industrial Relations, aimed at fostering harmonious labor relations between workers and companies. Through these initiatives, the Department of Manpower of Depok City strives to create an advanced, cultured, and prosperous society, in line with the city's development vision.

### Research Result

This study analyzes interview results with several informants and key informants regarding the workforce training programs organized by the Department of Manpower (Disnaker) of Depok City. The interviews were conducted on July 24, 2023, focusing on training types, objectives, materials, methods, and participant qualifications. The workforce training programs organized by the Department of Manpower of Depok City have been effective in enhancing human resource quality and reducing unemployment. These programs also align with the government's vision to develop a competitive workforce and contribute to the economic growth of Depok City.

#### 1. Types of Training

The Department of Manpower of Depok City offers various competency-based training programs tailored to workforce and industry needs. The training types vary yearly based on interest surveys and job availability. For instance, motorcycle servicing training is conducted in collaboration with Planet Ban and Ahass, providing job opportunities for graduates. Other training programs include barista, culinary arts, barbering, beauty, taxation, accounting, graphic design, and programming. These programs primarily target unemployed residents of Depok City, especially high school (SMA/SMK) graduates.

#### 2. Training Objectives

The main objective of the training programs is to enhance workforce competencies and reduce unemployment. The program not only trains participants but also ensures their absorption into the job market or entrepreneurship. The program's success is measured by the number of participants who secure jobs or start businesses after completing the training.

#### 3. Training Materials



The training materials cover business management, workplace communication, discipline, work ethics, and technical skills relevant to the training field. Some of the most successful programs include AC servicing and barbering, where participants have successfully established independent businesses. Additionally, the training is supported by various partners, such as BCA, which supports the barista training program, and labor-intensive programs, which provide participants with government-funded capital to start businesses.

#### 4. Training Methods

The training is conducted offline, with 70% practical training and 30% theoretical instruction, allowing participants to immediately develop job-related skills. The methods include face-to-face sessions, lectures, discussions, and hands-on practice, with internship opportunities available for participants who have obtained certification.

#### 5. Participant Qualifications

To be eligible for the training programs, participants must meet certain requirements, including:

- a. Possessing a Depok resident ID card (KTP),
- b. Holding an AK-1 job seeker card,
- c. Being at least 18 years old,
- d. Unemployed and not currently pursuing education.

Priority is given to workers who have been laid off (PHK) and are over 40 years old. Additionally, participants with educational backgrounds relevant to the training field, such as automotive or IT, are given preference in the selection process.

### Discussion

The Department of Manpower of Depok City plays a strategic role in improving the quality of human resources through competency-based workforce training programs. These programs are designed to provide practical skills to job seekers in Depok City, with the main goal of increasing the competitiveness of the local workforce and reducing the unemployment rate. As industries and business sectors in Depok continue to grow, the existence of these training programs becomes an effective solution to bridge the gap between labor availability and industry needs.

Each year, the types of training organized by the Department of Manpower of Depok City are adjusted based on the results of job seeker interest surveys and industry demands. For example, to meet the need for skilled workers in the automotive sector, the department collaborates with companies such as Planet Ban and Ahass to provide motorcycle servicing training. Additionally, for those interested in the culinary and creative fields, there are training programs available for baristas, culinary arts, and fashion design. By aligning training with industry trends, the Department of Manpower of Depok City ensures that training graduates have skills relevant to labor market demands.

In its implementation, these workforce training programs not only provide theoretical knowledge but also place a greater emphasis on hands-on practice in the field. Seventy percent of the training activities focus on practical skills, while the remaining thirty percent is delivered in the form of theoretical knowledge and fundamental concepts. This method is considered more effective as it allows participants to develop their skills directly, making them

better prepared when entering the workforce. Additionally, participants who complete the training are given the opportunity to take part in apprenticeship programs with partner companies, further increasing their chances of employment.

To improve the effectiveness of the training programs, the Department of Manpower of Depok City also ensures the standardization of training. The curriculum used in each training program refers to the Indonesian National Work Competency Standards (SKKNI), with adaptations to suit the local needs of Depok City. Additionally, the instructors who teach in these training programs must have competency certifications to maintain the quality of the training. This step ensures that participants receive material that meets industry standards, both in theory and practice.

To enhance human resource quality, the Department of Manpower of Depok City also facilitates entrepreneurship-based training. Some training programs, such as AC servicing, barbering, and barista training, have produced graduates who successfully established their own businesses. There is also a labor-intensive program that provides initial capital for training participants who wish to start their own businesses. Support from various parties, including the private sector and corporate social responsibility (CSR) programs, helps in providing equipment and startup capital for graduates who want to become entrepreneurs.

Beyond improving individual skills, these training programs also contribute to reducing the unemployment rate in Depok City. Data shows that the number of training participants continues to increase each year, indicating that the program is highly in demand by the community. With more graduates absorbed into the workforce, these programs have a positive impact on creating a more productive and self-sufficient labor force.

Regarding participant selection, the Department of Manpower of Depok City has set several main requirements, such as possessing a Depok City ID card (KTP), an AK-1 job seeker card, and being at least 18 years old. Additionally, those who have been laid off and have family dependents are given priority in training participation. These simple requirements aim to allow more people to access the training programs without facing complex administrative barriers.

The Department of Manpower of Depok City has played a vital role in building a high-quality and competitive workforce. With effective training methods, a competency-based curriculum, and strong industry support, these programs offer real solutions in reducing unemployment and improving the welfare of Depok City residents. Going forward, optimizing training programs by expanding industry collaborations and strengthening innovation in training methods will further enhance the effectiveness of these programs in developing an independent, competitive workforce ready to face the challenges of the job market.

## CONCLUSION

This study analyzes the role of the Department of Manpower of Depok City in developing human resources (HR) through workforce training programs. The findings indicate that the department has implemented competency-based training programs tailored to industry needs and job seeker interests. These programs aim to enhance workforce skills, reduce unemployment rates, and prepare participants for employment or entrepreneurship. The

training programs offered are diverse, including barista, culinary arts, fashion design, graphic design, and vehicle servicing. Training sessions are conducted using a 70% practical and 30% theoretical approach, complemented by apprenticeship programs in the industrial sector. Additionally, standardized training based on SKKNI and the involvement of certified instructors ensure that the training quality remains high. This program has successfully improved the competencies of Depok City's workforce, with many graduates securing employment in industries or starting their own businesses. The simple registration requirements also facilitate easier access for the community. Overall, the Department of Manpower of Depok City has contributed to developing an independent, competitive workforce that is well-prepared for job market challenges, aligning with the government's vision of enhancing community welfare.

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