

CHAPTER I

INTRODUCTION

1.1 Research Object Overview

1.1.1 History of PT. Avia Jaya Indah

PT. Avia Jaya Indah was established on February 8th 1984, with the first project handled is Cleaning Service at Terminal 1 and 2 Soekarno-Hatta International Airport, on that time Soekarno Hatta International Airport is one of the biggest national projects, because of that only few expert in cleaning sector get this job. The year 1985 to develop businesses with handle cleaning aircraft (Aircraft Cleaning) for all Airlines in the handle by PT JAS until now. PT. Avia Jaya Indah developed over 25 years by serving job Cleaning Service is spread in several cities in Indonesia, such as Jakarta, Bekasi, Bandung, Tasikmalaya, Tangerang, Bogor, Pekanbaru, Duri, Dumai, and Balikpapan. PT. Avia Jaya Indah also give priority to aspects of Health Safety Environment & security aspect and for HSE has been implemented since the year 2004. PT. Avia Jaya Indah has been certified ISO 9001:2015, 14001:2015, and 18001:2007 (www.aviajayaindah.com).

Figure 1.1

ISO Certificate 14001:2015



Source: www.aviajayaindah.com

1.1.2 Vision and Mission

To develop the business, PT. Avia Jaya Indah have the Vision and Mission, there are the vision and mission of PT. Avia Jaya Indah (www.aviajayaindah.com):

Vision:

Make PT. Avia Jaya Indah trusted and the best in service, and the performance of the company as well as supported by the availability of quality skilled and professional human resources.

Mission:

- a. Encourage the creation of a work environment that is clean and hygienic
- b. Encouraging the optimal work ethic through the comfort of work.
- c. Encourage the creation of employment in the environment around the Workplace.
- d. Improve the expertise and labour welfare surroundings around.

1.1.3 Company Logo, Company Name, and Company Location

Figure 1.2

PT. Avia Jaya Indah Logo



Source: PT.Avia Jaya Indah

PT. Avia Jaya Indah is a company that operate in cleaning industry, PT. Avia Jaya Indah cleaning service cater to the commercial and building industry and aviation industry. The headquarter is in Husein Sastranegara street, Perumahan Taman Mahkota 16 – 17 (www.aviajayaindah.com).

1.1.4 Kind of Service

Until now PT.Avia Jaya Indah serve kind of cleaning service as requested by client. PT. Avia Jaya Indah provides a variety of service to many specific manufacturing facilities, universities, schools, government facilities, malls, airports, airlines and also landscape industry. Among others service the building and office cleaning and airport cleaning is the mainstay or superior service. Because the experience that already good, and also the cleaners that already trained well. For another client that want another kind of service there are also another service that already explain above which also have a great performance and result (www.aviajayaindah.com).

Figure 1.3

Building and Office Cleaning Work



Source: PT.Avia Jaya Indah

Figure 1.4

Airline Exterior Cleaning Work

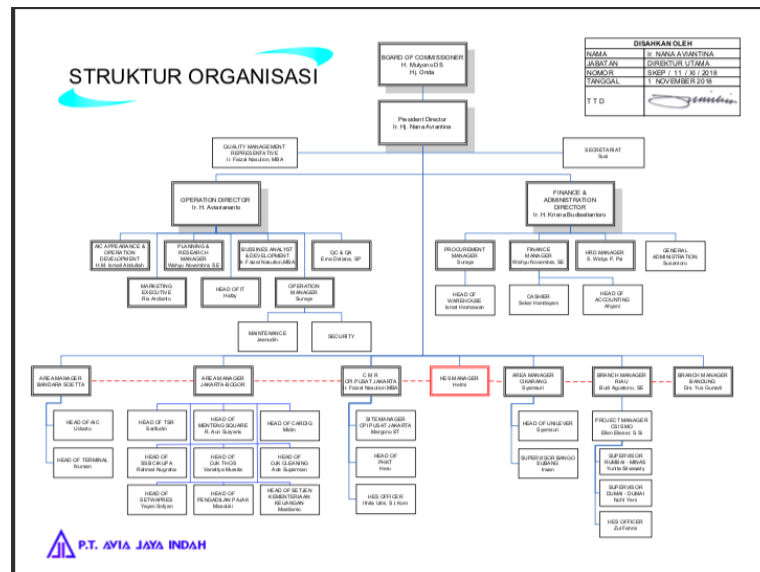


Source: PT.Avia Jaya Indah

1.1.5 Top Management Organization Structure

PT. Avia Jaya Indah have an organization structure, the commissioners supervised the board of director that lead by Ir. Hj. Nana Aviantina. Board of directors supervised managers, and the managers supervised directly to head of department, supervisor and cleaners.

Figure 1.5
Top Management Organization Structure



Source: PT.Avia Jaya Indah

1.2 Research Background

Human resource is the most important aspect to a company because employee can call as a long-term investment to a company that execute and operate in the field. Company that have big amount of capital and machine resource for instance cannot give the maximum result if they do not support by human resource that have good performance. In today's era a company that have an effective and efficient work activities is a requirement. The increasingly competition make many companies realize the importance of having a good human resource quality to push the performance of the company and achieve the company mission and goals. In the face of globalization era, human resources and technology is one of the requirements that cannot be separated. This situation makes some of work industry being a company specialization, such as cleaning service industry.

Cleaning Industry company is a business that move in cleaning service with the responsibilities of building maintenance, treatment, and care, working toward cleanliness of building and seeking the comfort atmosphere for the client. Cleaning according to Dr. Michael Berry writing on the online article Ciri Science cleaning is the management process used to achieve the clean condition. Cleaning is a fundamental environmental management process of putting unwanted matter in its proper place. Cleaning includes personal hygiene, housekeeping, maintenance and restoration. Effective cleaning is the process of extracting and removing unwanted matter to the greatest or optimum extent to reduce exposures to the unwanted matter and thereby eliminate or reduce the probability of adverse effects for humans, Valuable materials, and the natural environment. (“Science”, para 19-20).

PT. Avia Jaya Indah is a business that move in Cleaning Industry that provides indoor and outdoor cleaning. According to Republic Indonesia Government law Undang-Undang Dasar 1945 number 66 2014 about environment healthy chapter 1 (General Provision) verse 1 talk about the control, protection and standardization of healthy environment such as workplace buildings and real estate, and also in chapter 1 verse 8 say that standard quality of health environment and health requirements is judged from water, land, air, facility and buildings. (Undang undang dasar no 66 2014 healthy environment).

Employee performance issues are often a problem for company. Reaching performance with the company standard becomes a challenge, given the continuous development of the companies and the continuous increase of the market standards. According to (Waris 2015) Writing on article Science Direct Employee performance is the result of the quality of work achieved by an employee in carrying out their duties in accordance with the responsibilities assign, and service performance is the body and mind to produce goods or service. This was also experienced by PT. Avia Jaya Indah. Based on PT. Avia Jaya Indah data, researchers are observed in identifying the performance at PT. Avia Jaya Indah in October 2019 was obtained information that there was an decrease in cleaner’s performance in 2018 and 2019, on reduction of performance in the capacity of a cleaner’s duties as a work attitude, a correct performance of service, and quality of service.

In each year, every employee has a work target that must be achieved. To measure employee performance, PT. Avia Jaya Indah assesses based on individual

work values. Performance appraisal on companies using the KPI (Key Performance Indicator) method. According to (Feiz et al 2020) writing in article Science Direct KPI provides useful feedback into the decision-making process regarding future development. With the performance produced by employees at the company, the company will conduct a performance appraisal of its employees conducted every quarter and then averaged in each year. This assessment relating to the assessment of individual employees in which employees will be observed the achievement of their performance results, whether the achievement of their work from 2018 to 2019 has increased based on target assessments are has been set. And the performance target set by PT. Avia Jaya Indah is 85%. According to (Rouse 2017) writing on online article in Tech Target, The KPI (Key Performance Indicator) effectively focuses on business processes and functions that senior management sees as the most important measure of progress in meeting strategic objectives and performance targets.

As for the performance performed by employees, the company can evaluate employee performance, so the criteria for evaluating the performance of cleaners in PT. Avia Jaya Indah are presented in the following table:

Table 1.1
Employee Performance Criteria

Range Value %	The Value of Achievement	Description
>80	P1	Very Good
≥70-<80	P2	Good
≥60-<70	P3	Quite
≥50-<60	P4	Bad
<50	P5	Very Bad

Source: PT.Avia Jaya Indah

The performance from 2018 to 2019 which shows the work results of cleaner. The characteristics of individuals that characterize one person with another person are different because each has different potential and needs. Therefore, management is required to understand individual behavior in harmony with organization goals. Based on the table of criteria for evaluating cleaner performance, the following are the results of the cleaner performance evaluation in the PT.Avia Jaya Indah from 2018 to 2019.

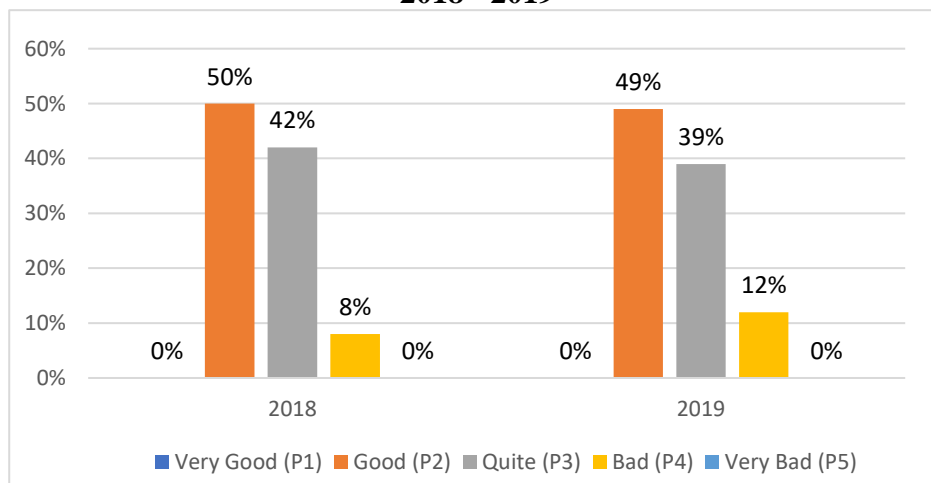
Table 1.2
Recapitulation of Cleaner Performance in PT. Avia Jaya Indah Jakarta
2018 - 2019

Rating Criteria	Years			
	2018	Percentage (%)	2019	Percentage (%)
	Total		Total	
Very Good (P1)	0	0%	0	0%
Good (P2)	152	50%	146	49%
Quite (P3)	124	42%	115	39%
Bad (P4)	25	8%	35	12%
Very Bad (P5)	0	0%	0	0%
Number of Cleaner	301	100%	296	100%

Source: PT. Avia Jaya Indah

Based on the table 1.2 cleaner performance assessment, the following presented cleaner performance assessment chart on figure 1.6

Figure 1.6
Recapitulation the Cleaner Performance PT. Avia Jaya Indah Jakarta
2018 - 2019



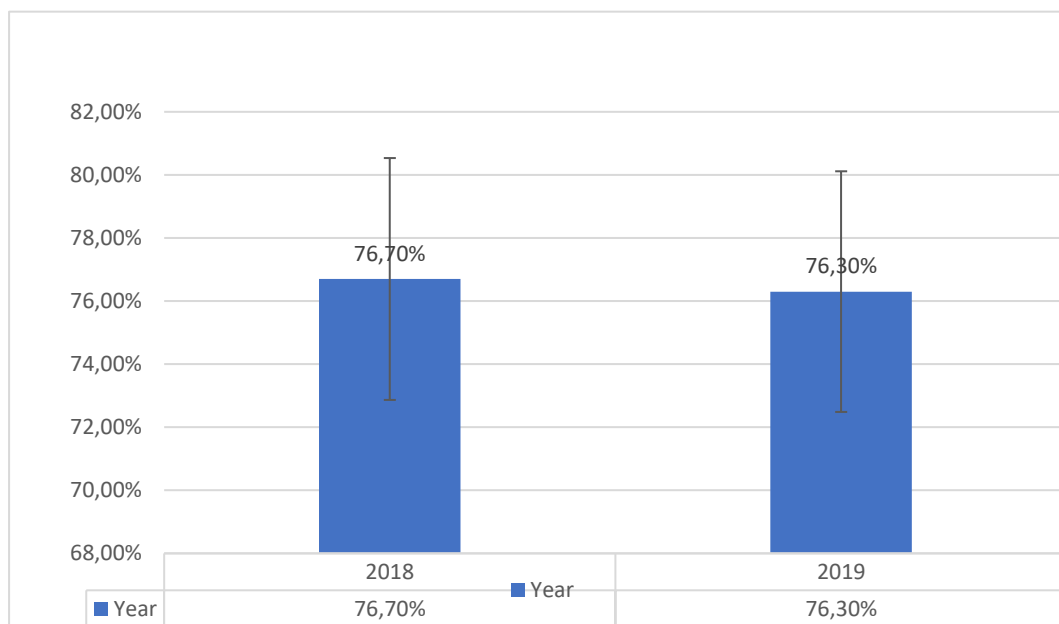
Source: PT. Avia Jaya Indah

Based on figure 1.6 above, explained the cleaner's performance from 2018 to 2019. In 2018, the number of cleaners in the very good category was 0.00%, good 50.00%, quite 42.00%, bad 8.00% , and very bad 0.00%. Then in 2019 there was a decrease, the number of cleaners in the very good category was still 0.00%, good 49% , quite 39% , bad 12.00%, and very bad 0.00%. Based on the picture above, it can be concluded that from 2018 to 2019 there were a decrease on the cleaners performance and there were tight score between good and quite performane. So It can be concluded that there are fluctuations in the achievement of cleaners performance results from 2018 to 2019. From the recapitulation of cleaners performance appraisal, PT.Avia Jaya Indah do not want fluctuations in performance; the company expects cleaners performance to increase from year to year.

Based on recapitulation the cleaner performance assessment above, here are the details of a cleaner's performance:

Figure 1.7

Percentage of Cleaner Performance in PT. Avia Jaya Indah Jakarta 2018 - 2019



Source: PT. Avia Jaya Indah

Based on the figure 1.7 above, percentage of cleaner performance in PT. Avia Jaya Indah can be seen that from 2018 to 2019 shows an decrease of 0.40%. On the 2018 chart, the performance percentage shows 76.70%. Then in 2019, the percentage of performance has increased, which is to 76.30%. According to a

statement from the HR employee in charge of cleaner training Mrs. Endah Setyowati, cleaners in the PT. Avia Jaya Indah still not mastered to applied the Training material, so they can only reach 76.30% and have not been able to reach the company's target of 85%.

Based on above explanation, PT. Avia Jaya Indah is copes to achieve company mission and goals by increasing the cleaner ability and pay attention to the employee performance and motivation by providing training program. According to (Shen & Tang 2018) writing in European Management Journal, Training directly and indirectly affects the transfer of training through occupational satisfaction mediation, which in turn partially mediates the relationship between training transfer and the quality of customer service. Determining what areas security personnel need training in is the key to successful (Hertig et al 2015).

Table 1.3
List of Cleaner Training in 2018-2019

NO.	Training for Cleaner		Participants	Total
	Specialized Training	General Training	Cleaner in PT. Avia Jaya Indah	296 Cleaner
1	Technical Course	English Course		
2	Basic Cleaning	Work Ethics		
3	Advanced Cleaning	Service Excellent		
4	HSE/FSWP Training			

Source: PT.Avia Jaya Indah

Based on table above, the training program that provide by PT. Avia Jaya Indah for cleaning workers are general and advanced training. The general training program is including the understanding of general skills that needed as an additional value for the cleaning workers. There are 3 types of general training that provide by PT. Avia Jaya Indah. English course is the training to increase the cleaner english skill, by giving the material and test to the cleaner. Work ethics is the understanding of training that instruct on how to behave in the company and during the cleaning activity. Service excellent is the training with the aim and goals to increase the cleaner sensitivity of detail in the cleaning activity to have an excellent result. The specialized training is including the understanding of service that provides by PT. Avia Jaya Indah, the ability to use the cleaning machine, cleaning tutorial and also

to give the best service as requested by client. There are 4 types of specialized training that provide by the PT. Avia Jaya Indah. Technical course is training that educate the cleaner how to use the cleaning machine properly. Basic cleaning is the understanding of basic cleaning skill, which means the cleaning activity that not using the big cleaning machine such as mop, glass cleaner, vacuum cleaner and etc. Advanced cleaning is the training that educates the cleaner on how to use the big cleaning machine correctly. HSE/FSWP is a training of safety procedure that runs in PT. Avia Jaya Indah to always reduce the accident risk on the cleaning activity. The attribute that obligate for the cleaner there are helmet, safety glasses, boot and special uniform. The training activities duration held for 2 days straight for general and specialized training that provide by the company when the team supervisor propose the training to the company. According to (Hertig et al 2015) writing in Science Direct Article, It is important to realize that there are three domains of training: cognitive, psychomotor, and affective, a balanced training program will contain all three. It is important for the instructor to be aware of effective training and to include some specific work-related values and attitudes in the materials.

To see how the training activity in the company, researchers conducted a Pilot Study in the form of a questionnaire that was directly distributed to several cleaner in PT Avia Jaya Indah Jakarta. A pilot study is often performed to test the feasibility of techniques, methods, questionnaires, and interviews and how they function together in a particular context; it can also reveal ethical and practical issues that could hamper the main study in (Fraser et. al 2018) Respondents in this small study amounted to 30 cleaner who were randomly selected at the PT. Avia Jaya Indah Jakarta, where there is an application of training involving the whole dimensions that include Training Objective, Quality of Coach, Training Materials, Training Method, and Training Participants. The statement in this questionnaire has four choices, namely SD: Strongly Disagree, D: Disagree, A: Agree, SA: Strongly Agree, the results of this small study are summed up then averaged. From the distribution of the questionnaire, the following results were obtained:

Table 1.4
Pilot Study Questionnaires

No	Question	SD	D	A	SA
1	I feel training helps in developing knowledge and ability to work	0%	0%	73.3%	26.7%
2	I feel after taking the training, I understand how to contribute to the company's goals	0%	0%	83.3%	16.7%
3	I feel the instructor mastered the material when delivered in the training	0%	10%	86.7%	3.3%
4	I feel the training material is based on employee needs	0%	0%	90%	10%
5	I feel fully understand the method use in training program	0%	0%	90%	10%
6	I feel the method used during training has relevance to the work	0%	0%	86.7%	3.3%
7	I feel the trainees are selected based on certain standards	0%	6.7%	83.3%	10%
Average		0%	2.4%	84.7%	11.4%

Source : data Process by researcher

Based on the results of the questionnaire's unstructural interview in a small study that researchers have done to see cleaner training, from a few questions have the result that an average of 11.4% responded answer strongly agree and 84.7% responded answer agree. But the average response to the respondents' disagree is, at 2.4%.

The above description has been revealed that employees work Training is one of the factors affecting the cleaner's performance at PT. Avia Jaya Indah. When a cleaners bringing improvement progress to the company, the advantage will be achieved by both sides, for a cleaners to be successful as well as the opportunity to meet the needs of their own, while for the company is a means to the growth and development of the company itself in providing service to client. Supervisors and

managers play a crucial role in the training process in the final analysis, they are the ones who make training effective. By learning as much as possible about learning theory and delivery, supervisors can significantly enhance their contribution to officer performance (Hertig et al 2015).

Cleaning workers are one of the most critical resources in carrying out the services of a cleaning industry company; cleaning workers are required to have advanced cleaning abilities, good communication, technical and work ethics. The characteristics of cleaning workers who always determine the strength of work are motivation, knowledge, work skills, innovative values, and dedication to their works.

In order for the development of human resources, the cleaning workers need the training to keep them working well, as well as the expectation of the company. to achieve the cleaning industry company objectives is depends on the attention to the human resources, and the cleaning industry company needs to observe the ability of their cleaning workers.

Based on the description, the writer is interested in examining the relationship between training programs with cleaning workers performance by titles **“THE EFFECT OF TRAINING TOWARDS CLEANING WORKERS PERFORMANCE AT PT. AVIA JAYA INDAH JAKARTA”**

1.3 Problem Formulation

The problem of human resources is a challenge for the successful company that depend on the quality of its human resources. If the human resource in the company can have well performance, then the company can be running effectively. Similarly, with PT. Avia Jaya Indah in operating daily operations of PT. Avia Jaya Indah still confront several challenges and obstacles, layoffs, and cleaning workers performance, that does not achieve the company target that will affect customer satisfaction of the service. That situation still cannot achieve the vision of PT. Avia Jaya Indah itself that is being the trusted and the best in service of Cleaning services that always priorities customer satisfaction.

1.4 Research Question

Based on the background, the research question of the problem in this research is as follows:

- a. How is the training of cleaning workers at PT. Avia Jaya Indah?
- b. How is the performance of cleaning workers at PT. Avia Jaya Indah?
- c. How the training effect on the cleaning workers performance at PT. Avia Jaya Indah?

1.5 Research Objective

This research has several purposes to examine:

- a. To find out what and how much is the training to cleaning workers at PT. Avia Jaya Indah.
- b. To find out how is the performance of cleaning workers at PT. Avia Jaya Indah.
- c. To find out how is the effect of the training to the cleaning workers performance at PT. Avia Jaya Indah.

1.6 Research Benefit

1.6.1 Theoretical Aspect

a. Author

This paper is a requirement in Research Methodology subject of International ICT Business.

b. Educational Institution

This research will give the information for students to understand about the effect of human resource performance toward company improvement factors.

c. Writer

The writer can also have a benefit from this paper on how to understand the company. In the future writer could make a deeper and better analysis of this paper and implement this to everyone who needs it.

1.6.2 Practical aspect

- a. This research could give benefit to company to increase the job performance and customer satisfaction.

- b. This research can give benefit to the company if the training affects cleaning workers performance.

1.7 Systematically Writing

a. CHAPTER I PRELIMINARY

In this chapter contains the background of the issues that reveal the phenomenon of the impact of training programs on employee performance, the reasons for the selection of topics, and the reasons for selection of research sites. Furthermore, this section also describes the formulation of problems, objectives and research and systematics writing.

b. CHAPTER II LITERATURE REVIEW

In this chapter contains descriptions of literature review theories underlie and support problem-solving, the frame of thought, research hypotheses, and scope of research.

c. CHAPTER III RESEARCH METHODOLOGY

In this chapter contains a description of research methods, namely the type of research, operational variables, research stages, population, and samples. Types and techniques of data collection, measurement scale, validity, and reliability test, and data analysis.

d. CHAPTER IV RESEARCH RESULTS AND DISCUSSION

In this chapter will be explained about the results of research and discussion of the characteristics of respondents, research results, and discussion of research results.

e. CHAPTER V CONCLUSIONS AND SUGGESTION

In this chapter is explained about the conclusions of the results of research that is accompanied by recommendations/suggestions for the companies studied.