

## Conference Paper

# Human Resources Education in the Transportation Sector

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### Abstract

The Human Resources Development Agency (BPSDMP), originally called the Education and Training Agency of the Ministry of Transportation, is the implementing agency for the education and training sector of the Transportation sector. This organization has carried out a variety of educational activities to improve the quality of human resources within the transportation sector in Indonesia. This study investigates their work to-date.

**Keywords:** Education; Transportation; Quality.

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## 1. Introduction

Education and training have a strategic role to improve the quality of apparatus resources, namely professional personnel with competencies, attitudes and behaviors that are expected to be in accordance with their duties and roles in certain positions. In developing countries, including Indonesia, the role of the bureaucracy is still very dominant both as an agent of service, agent of change and agent of development. The problem that often arises in the implementation of education and training is the problem of the competence of training participants who do not match the needs of society and the dynamics of the environment. This is because education and training graduates have low creativity, their knowledge and skills are unable to overcome the challenges of the times and are unable to take advantage of existing opportunities.

Therefore, to be able to improve the quality of apparatus resources so as to produce a government bureaucratic apparatus that is creative, professional, and upholds the principles of government that are creative, professional, and uphold the principles of good governance and free of KKN, there are several things that must be done. be noticed in the implementation of education and training.

The purpose of conducting an education and training program must be clear, specific, measurable and observable. the competence of training graduates must be clear, precise, and measurable. each training organization must have clear and measurable competition standards and criteria in accordance with the objectives of the implementation of the education and training and learning outcomes (training graduate

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competitions). Evaluation of the learning of training participants must have clear, precise, and measurable standards and criteria so that they are able to evaluate the competence, attitudes and behavior of training participants in accordance with the predetermined competency standards and the objectives of the education and training.

The government needs competent and qualified apparatus so that the goals, vision, mission can be realized or achieved according to the predetermined plan. Competent and qualified apparatus can be obtained by developing the apparatus resources that exist within the institution. One of the development activities is through education and training activities. Education and training that has been carried out include LPJ (Pre-Service Training), General, Traffic Management and Engineering Training, and Leadership Training. This is because the apparatus is a powerful resource in achieving the goals and objectives of the agencies. Besides that, the existence of the apparatus is very important in an institution, especially the Transportation Agency.

Training is a process of teaching the skills needed by an apparatus to perform a certain task or job. With the provision of education and training, it is hoped that the apparatus will be able to work more efficiently and that the apparatus will be able to carry out their duties better, so that the creation of reliable personnel in accordance with the goals and objectives set in the Transportation Agency can be realized.

In order to increase apparatus resources in each work unit, it will be related to the nature of education and training. Hasibuan states that "education is a process to improve the theoretical, conceptual and moral skills of employees". In other words, people who get education on a planned basis tend to be more able to work skillfully / professionally when compared to people (apparatus) in organizations that do not provide such opportunities.

Therefore, education is of greater importance because of the demands of work and position as a result of changes in working situations and conditions, technological advances that are increasingly competitive within an organization. Good education can lead participants to change attitudes and behavior in carrying out their duties and responsibilities, this requires professionalism in designing education and training, and involves good and correct management so as to clarify the meaning and essence of such training.

One of the important tasks of management is to utilize the apparatus resources so that they are able and willing to work optimally for the achievement of organizational goals. Humans will be able and willing to work well if they are placed in positions and positions that are in accordance with their interests and abilities, they can fulfill their various needs by doing that work. This means that a person must be placed in positions that are in accordance with his interests and abilities by not forgetting to consider efforts

to fulfill his needs. However, placing someone in a suitable position is not that easy to do. The appropriate placement needs to be based on a complete knowledge of the characteristics concerned, the characteristics of the position, and the suitability between the two types of characteristics.

This coaching function is usually the direct responsibility of the leaders, and if it is properly implemented, it will generate enthusiasm for work and provide job satisfaction among those who in the end will also benefit the organization. As a supervisor, the leader is responsible for developing the knowledge and skills of employees so that they become more competent and skilled, have higher qualifications and are expected to one day replace the position of leadership and assist in the development of the organization / agency concerned. This is very relevant to the functions and benefits of an education and training to bring a change in the field of knowledge, attitudes and skills. Therefore, training was thought to be useful to improve one's performance to a better one.

Increased knowledge, work attitudes and skills are the expectations of the institution from the implementation of training. With the increase in knowledge, work attitudes and skills are expected to improve the quality of work of the apparatus. The Department of Transportation improves the knowledge, work attitude and skills of its officials by carrying out education and training activities. The purpose of the training being held is to train the apparatus to carry out work efficiently and effectively and to work independently or in groups in teams. (Jurnal Borneo Administrator/ Volume 9 / No.2 / 2013)

## 2. Research and Methods

The method used in this research is descriptive method, which is a research method that describes and interprets the current research object based on facts and data as they are. After conducting analysis and research related to the definition of qualitative research, then making their own definition as a synthesis of the main understanding of qualitative research.

## 3. Result and Discussion

### 3.1. Apparatus Training

This is a process of teaching certain knowledge and skills as well as attitudes so that the apparatus is more skilled and able to carry out their responsibilities better, according

to standards. Usually training refers to the development of vocational skills that can be used. In order to enhance the quality of employees, both knowledge, skills, talents and mentality, employees need to be given various kinds of training and education. Training is a process of developing employees both in the fields of skills, knowledge, skills, expertise and employee attitudes and behavior.

Dessler defines training as the process of teaching new employees the skills needed to do their jobs. Rivai says that training is a part of education which concerns the learning process to acquire and improve skills outside the existing education system in a relatively short time with methods that prioritize practice rather than theory.

According to Wursanto, training and education have the following objectives:

1. *Supervisory Training*; aims to assist supervisors or leaders in mobilizing, leading and guiding employees / subordinates.
2. *Administrative Training*; aims to provide knowledge of work techniques related to office work.
3. *Office Method Training*; aims to train employees on how to do routine work, especially secretarial and administrative work.
4. *Refreshing Training*; aims to provide information about the work already owned by previous employees. (Ibid)

### 3.2. Effect of Education & Training on Performance

Education and training are needed by an organization in order to prepare qualified human resources to face increasing competition, both from within and from abroad. In addition, the role of education and training is very important in facing the rapid changes in technology and computerization. This study found that partially there is a significant effect of education and training on performance in the Transportation Agency. Other variables include work motivation, job satisfaction, work culture, educational style, office facilitator, incentives, organizational climate, experience and income. The level of influence of education & training on performance in the Department of Transportation is a positive effect, meaning that the more often you attend education & training, the more your performance tends to increase.

Based on the data above, it gives an indication that education and training programs can improve one's performance where one's performance is getting higher. Education and training indicators that often occur and are carried out are

1. Increase skills and work knowledge

2. Reaction to education and training programs.
3. Given the opportunity to follow it without favoritism, because by following education and training they can work seriously and in the end will improve their performance.

Education and training aims to change mental attitudes from rigid and passive attitudes towards dynamic mental attitudes. This rigid and passive nature causes them to be fixated on thinking patterns that are not in accordance with the demands of the times. Second, someone who has attended an education and training program can increase interest and motivation and carry out their official duties. By participating in education and training programs will be able to increase someone's knowledge whether or not they are successful in carrying out their duties properly. From this fact, it can be interpreted that if someone often participates in education and training programs, then one's performance will tend to increase. (Copyright 2016, Jurnal Sosial dan Ilmu Ekonomi Volume 1 No. 1, May – October 2016.p. 58)

### 3.3. Competence

Competence is a basic characteristic of a person that enables them to perform superiorly in their work. According to Trotter in Saifuddin defines that a competent person is someone who with his skills does work easily, quickly, intuitively and very rarely or never makes mistakes. Boyatzis in Hutapea and Nurianna Thoha competence is a person's capacity that can make that person able to fulfill what is required by work in an organization so that the organization is able to achieve the expected results. Webster's Ninth New Collegiate Dictionary in Sri Lastanti defines competence as the skill of an expert.

Based on the description above, the meaning of competence contains a part of the personality that is deep and inherent in a person with predictable behavior in various situations and job assignments. The prediction of who will perform well and who will not perform well can be measured from the criteria or standards used. Competency analysis is prepared mostly for career development, but determining the level of competence is needed to determine the effectiveness of the expected performance level. According to Boulter, competency levels are as follows: Skill, Knowledge, Self Concept, Self Image, Trait and Motivation.

*Skill* is the ability to carry out a task well, for example a programmer on computer. Knowledge is information that a person has for a special (certain) field, for example computer language. Social roles are attitudes and values that a person has and is

highlighted in society (an expression of the values of), for example: a leader, Self Image is a person's view of themselves, reflects identity, for example: seeing oneself as an expert. Trait is a timeless characteristic of someone that makes people behave, for example: self-confident. Motivation is a constitutionally encouraging someone to behave, because such behavior is comfort, for example: driving achievement.

Skill and Knowledge competitions tend to be more visible (visible) and relatively on the surface (edges) as characteristics possessed by humans. Social roles and self-images tend to be less visible and can be controlled by external behavior. Meanwhile, traits and motivations lie deeper in the central point of personality. Knowledge and expertise competencies are relatively easy to develop, for example with training programs to increase the level of human resource capabilities. Meanwhile, the competence and trait motives reside in a person's personality, so that it is quite difficult to assess and develop. One of the most effective ways is to select these characteristics in the selection process. The self-concept and social roles lie between the two and can be changed through training. According to Sutrisno, there are several aspects contained in the concept of competence, namely:

1. Knowledge, namely awareness in the cognitive field. For example, an employee knows how to do it identification of learning, and how to do good learning according to existing needs.
2. Understanding is the cognitive and effective depth possessed by individuals. For example an employee in carrying out learning must have a good understanding of the characteristics and working conditions effectively and efficiently.
3. Ability (skill) is something that is owned by an individual to carry out the task or job assigned to him. For example, the ability of employees to choose work methods that are considered more effective and efficient.
4. Value is a standard of behavior that has been believed and spiritually integrated in a person. For example the standard of behavior of employees in carrying out tasks.
5. Attitude is a feeling (happy or displeased, like it or not) or a reaction to a stimulus that comes from outside. For example, reactions to the economic crisis, feelings about salary increases and so on.
6. Interest is a person's tendency to do an action. For example doing a work activity.

### 3.4. Quality of Apparatus Resources

Talking about the quality or quality of human resources, education plays a very important role in the process of improving the quality of apparatus resources. Improving the quality or quality of education is a process that is integrated with the process of improving the quality of the apparatus' resources (Irawan, Hendri. (2018). Pengaruh Pendidikan dan Latihan dan Perilaku Individu terhadap Kinerja Pegawai. Jakarta. p.8-9).

From the etymological point of view, "the quality of apparatus resources" consists of four words and each word has its own meaning. This needs to be explained, in addition to giving direction to a uniform meaning, as well as to be able to provide limits and clarity in which direction the focus of the next description is, also to avoid errors in interpretation, therefore the three words are explained one by one below:

Officially resources are resources that come from humans. Power that comes from humans can also be called power or strength (energy or power). Something that must be intact and of high quality, can be seen from aspects that are relatively easy to build to aspects that are relatively complex. In accordance with the issues discussed, the researcher proposes a theory of the quality of apparatus resources as proposed by Sedarmayanti, which states that quality is a measure that states how far various requirements, specifications, and expectations have been met.

Another definition put forward by Nawawi, apparatus resources are people who work in an organization (also known as personal labor, or employees). Salim suggests that the quality of apparatus resources is the value of a person's behavior in being responsible for all his actions both in personal life and in the life of society and nation. Ndraha the definition of quality apparatus resources is apparatus resources capable of creating not only comparative values, but also competitive, generative, innovative values by using the highest energies such as intelligence, creativity, and imagination, no longer merely using crude energy such as raw materials, land, water, muscle energy and so on.

The definition of the quality of apparatus resources according to Matindas is an apparatus resource that not only has the ability to complete their work, but also to develop themselves and encourage the self-development of their colleagues. The definition of the quality of apparatus resources according to Danim is a resource that meets the criteria for physical and health quality, intellectual quality (knowledge and skills), and mental-spiritual quality (struggle).

Indicators of the quality of personnel resources vary widely. Indicators of the quality of apparatus resources put forward by Danim, are as follows:

1. Physical quality and health

## 2. Intellectual Quality (Knowledge and Skills)

## 3. Spiritual Quality (Struggle)

Seeing the description above, the quality of quality apparatus resources is very necessary in an organization, because the existence of qualified, intellectual, skilled and physically healthy human resources greatly affects the back and forth of an organization.

In improving the quality of education and training apparatus resources, they have an important role to play in helping to develop the skills of training participants. Apparatus resources have a very strategic position in the organization, meaning that humans play an important role in carrying out activities to achieve better goals and conditions. The function of the education and training is expected to run well, if the education and training performs its role well, it will get accreditation or a good image in providing education and training for employees. However, in reality there are several problems faced, such as the facts in the field showing that the curriculum, programs, and subject matter both for leadership, functional and technical training emphasize the cognitive domain.

Organizing training for employees is one of the important efforts in order to improve the competence and quality of the apparatus' resources. The implementation of education and training will have an impact on increasing knowledge and skills so that it can change the attitude and behavior of apparatus resources towards a better, more professional, more responsible, more democratic, more transparent, free of KKN, and has high personal integrity and work performance of apparatus resources.

H1: Education and training directly affect the competence of the apparatus.

H2: Education and training directly affect the improvement of the quality of personnel resources.

H3: Apparatus competence directly affects the improvement of the quality of apparatus resources.

H4: Education and training have an indirect effect on improving the quality of apparatus resources, mediated by the competence of the apparatus. (Op.Cit)

### **3.4.1. VISION:**

Realization of Prime, Professional and Ethical Human Resources in Organizing Reliable and Accident-Oriented Transportation.



### 3.4.2. MISSION:

Manage education, training and professional transportation counseling to create the capacity and quality of transportation human resources as needed;

Build an effective organization with competent human resources and reliable information systems to meet the needs of stakeholders

### 3.4.3. DUTY:

Carry out the task of developing human resources in the field of transportation.

### 3.4.4. FUNCTION:

A. preparation of technical policies, plans and programs for human resource development in the field of transportation; implementation of human resource development in the field of transportation; reporting on the implementation of human resource development in the transportation sector; and the administration of the Transportation Human Resources Development Agency.

**The Transportation Human Resources Development Agency oversees 30 Education/Training Units Spread Across Indonesia, namely:**

1. Secretariat of the Transportation Human Resources Development Agency, Jakarta
2. Land Transportation Human Resources Development Center
3. Center for Marine Transportation Human Resource Development
4. Center for Civil Aviation Human Resources Development
5. Center for Human Resources Development of Transportation Apparatus
6. Bekasi College of Land Transportation (STTD/PTDI)
7. Marunda College of Merchant Marines (STIP), Jakarta
8. Indonesian Aviation College (STPI/PPI) Curug-Tangerang
9. Center for Refresher Education and Improvement of Merchant Marine (BP3IP) Jakarta
10. Road Transportation Safety Polytechnic (PKTJ) Tegal
11. Merchant Marine Polytechnic (PIP) Semarang

12. Merchant Marine Polytechnic (PIP) Makassar
13. Merchant Marine Polytechnic (Poltekpel) Surabaya
14. Indonesian Railway Academy (API) Madiun
15. Academy of Engineering and Aviation Safety (ATKP) Medan
16. Academy of Engineering and Aviation Safety (ATKP) Surabaya
17. Academy of Engineering and Aviation Safety (ATKP) Makassar
18. Bali Land Transportation Education and Training Center (POLTRADA BALI)
19. Inland Water Transport and Ferries Polytechnic (POLTEKTRANS SDP) Palembang
20. Jakarta Marine Transportation Education and Training Center (BPPTL)
21. Merchant Marine Polytechnic (Poltekpel) Barombong
22. Training Center for Merchant Marine (BP2IP) Tangerang
23. Merchant Marine Polytechnic (Poltekpel) Sorong
24. Merchant Marine Polytechnic (Poltekpel) Malahayati Aceh
25. Merchant Marine Polytechnic (Poltekpel) Padang-West Sumatera
26. Merchant Marine Polytechnic (Poltekpel) South Minahasa
27. Palembang Aviation Education and Training Center
28. Jayapura Aviation Education and Training Center
29. Aviation Education and Training Center Curug
30. Banyuwangi Aviator Education and Training Center (Transportation Ministry of Indonesia. Oct 19, 2020 Transportation Human Resources Development Agency).

In order to improve the quality of apparatus resources, this can be done by forming a bureaucratic apparatus that is creative, professional, and upholds the principles of good governance.

Education and training programs are expected to be able to provide knowledge and skills to improve performance; prepare the apparatus for the quantity and quality of tasks that will continue to increase in line with the increasing needs that will continue to develop in the future; equip participants for lifelong learning, especially to avoid the mastery of out-of-date knowledge and create learning organizations and be able to apply good governance.

## 4. Conclusion

Education and training have a significant effect on competence, meaning that if the Department of Transportation is increasingly providing education and for the officials, it is expected that the competence possessed by each apparatus will also increase for the better. This implies that the Department of Transportation often organizes educational and training activities with the aim of increasing knowledge, expertise, skills, and attitudes to be able to carry out tasks professionally on the basis of personality and ethics. Strengthen the attitude and spirit of service that is oriented towards service, protection, and community empowerment. Creating a common vision and dynamic mindset in carrying out general government and development tasks for the realization of good governance. Training should have a strategic role to improve the quality of apparatus resources, namely professional apparatus resources that have the competence, attitudes and behaviors that are expected in accordance with the duties and roles in certain positions. In order to improve the quality of the apparatus resources, it can be done by forming a good apparatus.

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