



# Improving the Competence of Job Seekers in the Covid-19 Pandemic at Work Training Center Tangerang City

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**Abstract.** The impact of COVID-19 on workers affected by layoffs poses new problems for the Tangerang city government. In addition, prospective workers who drop out of school or graduate from school also find it difficult to find work because of limited employment opportunities. This has an impact on economic growth and the level of welfare of the population which tends to decline. The need for handling labor becomes urgent in the city of Tangerang. Procurement of work training centers is one solution. The research conducted at the Tangerang City Job Training Center is related to the role of job training centers in preparing workers who are ready to work during a pandemic with a research focus on hard skills and soft skills with a composition of 75% practice, 25% theory. This study uses qualitative and quantitative research with a descriptive approach. The indicator of the success of the role of the job training center is the number of prospective workers who are ready to work with satisfactory competency values. In addition, to achieve a high percentage of success, an evaluation will be carried out for the training participants. The results of this study indicate an increase in the competence of the readiness of the workforce at the job training center. Furthermore, the results of this study will be a recommendation and reference for organizers to conduct job training for Tangerang city residents in the future.

**Keywords:** Job Seeker · Job Training · Competence · Job Training Center

## 1 Introduction

The COVID-19 outbreak in Indonesia is starting to subside, this is marked by a decrease in the number of patients. However, vigilance is needed for residents with the emergence of covid omicron as a new variant of covid 19. Previously, citizens were required to vaccinate so that immunity occurred in the body following the fall of victims due to covid [1]. One strategy to prevent the spread of COVID-19 is to limit people's activities, either for work, training or for worship. All work activities are carried out from home using the (wfh) model. With the large-scale social restrictions (PSBB), all activities carried out by the community are limited, including activities related to work. Meanwhile, due to the termination of work activities resulted in company losses and many companies chose to reduce the number of employees or close. Termination of employment by the company



Fig. 1. Population and Population density by district in Tangerang

results in unemployment. Unemployment is a condition or condition experienced by a group of people or individuals who are classified as labor force and are actively looking for work but still have not got a job [2]. Termination of employment is a condition where employees no longer work in the company due to an unfavorable working relationship with the party concerned or because the worker is no longer productive or because the company is unable to pay the employee [3].

The Covid pandemic has also caused the rate of layoffs to increase in the city of Tangerang. Workers in the manufacturing industry and other types of businesses such as hotels and restaurants affected by PPKM resulted in layoffs, following the government’s policy to disable companies.

The city of Tangerang is located in the province of Banten, consisting of 13 sub-districts and 104 urban villages with an area of 164.55 km<sup>2</sup> (Tangerang municipality in Figs. 2022) with a population of 2,093,706 Tangerang city in 2021 (central agency for statistics. 2021) [4]. This can be seen in Fig. 1. Meanwhile, the unemployment rate in Tangerang City entering the end of 2021 has touched the figure of 103,357 or an increase of 0.44% compared to 2020 which was still 97,344 [12]. Efforts made by the manpower office are holding job fairs and holding job training through the Job Training Center (BLK) to provide skills to the workforce in Tangerang City so that they can be absorbed by the company [12].

From the description above, the role of job training centers becomes very important, namely preparing prospective workers to get their jobs by holding training according to the participants’ specialization fields. The readiness of the instructors, and supporting facilities, is an important capital so that this job training can run according to the plan of the manpower office. Then the researcher will dig up information on the role of the Job Training Center in increasing the competence of the workforce in the COVID-19 pandemic situation through interviews, observations and supporting data. Furthermore, the results of this study will produce recommendations in the form of successful training at the Job Training Center in improving the competence of prospective workers as a strategic step to prepare workers ready to work.

### 1.1 Job Training Center

The Job Training Center itself according to Maesyarah (2013) is a place or hall that accommodates training participants to carry out job training activities that function to

**Table 1.** Literatur Review

No	Author	Title	Research Location	Research purposes
1	Daud et al.(2019) [13]	Job Training Program in improving Job Training Competencies	Limboto Work Training Center, Gorontalo Regency Manpower and Transmigration Office	Evaluative research to assess job training programs and their success in improving competencies for job seekers
2	Zumaroh et al. 2021 [14]	The Effectiveness of the Role of the Technical Implementation Unit of the Pasuruan Job Training Center in Improving the Quality of the Workforce	Pasuruan job training center	Factors that affect effectiveness in improving the quality of the workforce.

**Table 2.** Training Organizer Data

No	Nama	Jabatan
1.	Trudo Ramajaya S.Sos	Kepala UPT BLK
2.	Hj.Effi Susanti, S.Pd,MM	Ka TU UPT BLK
3.	M Dhika Fahlevi, SE	Staf Adm UPT BLK

provide, gain, increase knowledge, and improve skills and training focuses more on practice than theory, while the training itself is an attempt by a group of people or individuals to make a change in knowledge, attitudes, and skills and training is also referred to as a change-oriented training process [5]. The element of job training consists of training methods and training objectives. As a reference, the researcher attaches several previous studies from several researchers [6]. Table 1.

## 1.2 Work Training

According to Widodo, job training is a series of individual activities in systematically increasing skills and knowledge so that they are able to have professional performance in their fields [7]. Meanwhile, the job training process has stages, namely identifying needs, setting training goals and objectives, setting success criteria with measuring tools, determining training methods, implementation and evaluation (Mangkunegara, 2004).

In 2019 the Job Training Center in the city of Tangerang held training with 3 people (Table 2) 360 participants (Table 3). The training materials consist of: sewing, computers, motorcycle mechanics, etc. (Tables 4 and 5)

**Table 3.** Data on the Number of Job Training Participants in 2019

No	Training Type	Male	Female
1	Clothes Sewing Akt. I	4	16
2	Clothes Sewing Akt. II		20
3	Clothes Sewing Akt. III		20
4	Clothes Sewing Akt. IV		20
5	Clothes Sewing Akt. V		20
6	Clothes Sewing Akt. VI	3	17
7	Graphic Design Akt. I	14	6
8	Graphic Design Akt. II	9	11
9	Computer Akt. I	11	9
10	Computer Akt. II	11	9
11	Computer Akt. III	4	16
12	Motorcycle mechanic Akt. I	15	5
13	Motorcycle mechanic Akt. II	20	
14	Petrol car machanic Akt. I	20	
15	Petrol car machanic Akt. II	20	
16	Battery welding Akt. I	18	2
17	Cooling technique Akt. I	20	
18	Hospitality	9	11
TOTAL		178	182

**Table 4.** Data on the number of job training participants in 2020

No	Training Type	Male	Female
1	Clothes Sewing Akt. I	2	18
2	Clothes Sewing Akt. II		20
3	Clothes Sewing Akt. III	2	18
4	Clothes Sewing Akt. IV		20
5	Computer Akt. I	10	10
TOTAL		14	86

Meanwhile, data on participants who have completed training in 2019, 2020 and 2021 are 809 participants (Table 6).

**Table 5.** Data on the number of job training participants in 2021

No	Training Type	Male	Female
1	Clothes Sewing Akt. I	2	18
2	Clothes Sewing Akt. II		20
3	Clothes Sewing Akt. III		20
4	Clothes Sewing Akt. IV	3	17
5	Computer Akt. I	11	9
6	Computer Akt. II	12	8
7	Computer Akt. III	8	12
8	Graphic Design Akt. I	11	9
9	Graphic Design Akt. II	10	10
10	Hospitality	10	10
11	Motorcycle mechanic Akt. I		20
12	Graphic Design Akt. III	12	8
13	Sewing Clothers Akt. V	2	18
14	Sewing Clothers Akt. VI	23	17
15	Culinary Art Akt. I		15
16	Culinary Art Akt. II	1	14
17	Motorcycle mechanic Akt. II	20	
18	Cooling technique	20	
TOTAL		125	225

**Table 6.** Data on the number of job training participants in 2019,2020 and 2021

Training Year	Education background					Gender		Residence	
	Elementary	Middle School	High School	Diploma	Bachelor	Male	Female	Tangerang City	Outside Tangerang City
2021	10	21	272	12	34	146	203	349	
2020	1	11	77	5	6	17	83	100	
2019	11	63	252	10	24	178	182	360	
<b>TOTAL</b>	22	95	601	27	64	341	468	809	0

## 2 Methodology

### 2.1 Data Collection

The strategic step in research is data collection because the main purpose of research is to obtain data according to Sugyono [8]. Therefore, the researcher must determine the



**Fig. 2.** Computer training



**Fig. 3.** Sewing Training

technique used in his research. There are several data collection techniques according to Trianto [9], namely: 1) Field Notes; 2) Questionnaire (questionnaire); 3) Match List or Checklist; 4) Observation Sheet (observation); 5) Interview (interview); and 6) Test of Training Results. Direct communication technique is a way of collecting data that requires researchers to make direct contact verbally or face to face (face to face) with data sources, both in actual situations and in situations that are deliberately created for this purpose (Nawawi, 2007). Furthermore, measurement technique is a way of collecting quantitative data to determine the degree of certain aspects compared to certain norms as relevant units of measurement. This technique is used to see the level of participants' training outcomes.

This research begins by looking at the results of participant registration and training specialization. Researchers and the regional technical implementation unit of the Tangerang City Work Training Center (UPTD) have prepared a training that begins with the preparation of tools, materials and assessment files. The next step is training in accordance with the field of specialization. After holding the training, at the last meeting an evaluation was held on the obstacles to understanding in theory and practice. The findings were recorded by the researchers and then the appropriate method was sought based on the difficulties and characteristics of the participants (Figs. 2, 3, 4 and 5).



**Fig. 4.** Mechanical Training



**Fig. 5.** Theory Test

## 2.2 Data Collection Tools

This study uses data collection tools in the form of: direct observation sheets, interview guides, tests and documentation. The observation sheet is used as a tool to measure or assess participants in the process of observing activities during training activities. Interview guides are used to collect data, especially to find out responses, opinions, beliefs, feelings, motivations for the object to be interviewed.

According to Trianto, the test is carried out before the training process begins (pretest) and after the training process (posttest) [9]. The test questions used in this study were written tests in the form of participants' opinions about the training process in the form of essays and practice. Meanwhile, according to Setyosari, the instrument is a measuring tool used during the implementation of the treatment [10]. an instrument in the form of a test can be used to measure basic abilities and achievement of training results. Mulyadi suggested that the evaluation process includes two things, namely measurement and testing [11]. This documentation is used to collect data in the form of documents such as training plans, questions, training results and photos that can strengthen data by researchers in the implementation of training activities.

## 2.3 Data Analysis Technique

The data processing comes from the collected practical and theoretical assessment data. Furthermore, the data is processed in the form of scores and percentages of completeness. To process the data used the formula (Table 7):

$$KB = \frac{S}{TS}$$

Description :

KB : Completeness of Training

**Table 7.** Planning on Job Training

Framework Activity	Description
A. Manage a Training Plan according to specialization	1. UPTD makes a training plan. 2. Create work steps and tasks based on training objectives 3. Planning the activity time
B. Provide information on training and assessment activities	1. UPTD gives a value of: a. Practice based on work, time b. Assessment of work results related to Engineering fields in the process c. Assessment of soft skills in the form of work ethic, honesty, responsibility, caring, religious, polite, hard working and independent
C. Scoring	1. The instructor asks questions and records the observations of the participants
D. Evaluation	1. The result of the score becomes the evaluation material for the participants. 2. Emphasis in practice contains workmanship technique, time and work results

S: Score

TS: Total Score

(Trianto; 2011) [9]

To see the percentage of completeness of the training participants use the percentage formula, namely:

$$\% = \frac{A}{B}$$

∴ Percentage of participants

A : Number of participants who completed

B: Total number of participants

(Trianto : 2011) [9]

### 3 Results and Discussion

#### 3.1 Results

Based on the results of the study, several conclusions were obtained that: 1) Softskill material about work ethic, honesty, responsibility, caring, religious, polite, hard working and independent got a satisfactory average score 2) Practice scores were average satisfactory. However, there are still some participants who get unsatisfactory scores. This should get the attention of the trainer in order to find a solution to improve the competence of the participants in the form of evaluation.



**Table 8.** Percentage of Competency Improvement

No	Action	number of participants	Score						Increase in Average Score		
			≤ 75			≥ 75			MTR	JHT	Kom
			MTR	JHT	KOM	MTR	JHT	KOM			
1	Pactice 1	24	7	2	9	17	22	15	70.8%	91.7%	62.5%
EVALUATION AND COUNSELING TO MOTIVATE PARTICIPANTS											
2	Practice 2	24	4	1	0	20	23	24	83%	95.8%	100%
3	Enhancement completeness	24	3	0	8	3	0	7	13%	4.1%	37.5%

The results of the evaluation are in the form of assessments and solutions to improve the competence of work practices in each area of specialization. In the evaluation, participants were given special motivation in the form of counseling/interviews. Furthermore, participants were given the opportunity to take the practical exam again and the results were satisfactory.

### 3.2 Discussion

Average Practice scores: Mechanic = 69.1(6 participants did not complete), Sewing = 85.63(2 participants did not complete), Computer = 77.59(9 participants did not complete). Participants who experienced 75–100 training completeness in practice 1 were mechanic = 70.8%, sewing = 91.7% and computer = 62.5%. With these data, it can be concluded that: The lowest value is the computer followed by the mechanic. The highest score is in Sewing. Furthermore, the trainer conducts evaluation and counseling to increase the motivation of the trainees. The results of Action 2 obtained in the Sewing Practice by packing the Mechanic and Computer lessons have increased as follows: Mechanic = 78.79 (3 participants did not complete), Sewing = 88.12 (1 participant did not complete), Computer = 88.56 (24 participants completed). The percentage of participants who completed Mechanic = 83%, Sewing = 95.8%, Computer = 100%. The results of action 2 show that the results of the training obtained have increased and the training process has undergone many changes, which are better than before. Based on the results of the final assessment at the Tangerang City Job Training Center, the increase in training competence was declared successful because there was an increase in value and percentage. Furthermore, the training participants receive a professional certificate as a form of appreciation for the success of the participants in completing the training (Table 8).

Keterangan.

1. MTR: Mechanic
2. JHT: Sewing
3. KOM: Computer

## 4 Conclusion

The Tangerang City Job Training Center has made a major contribution to the economic recovery of the residents by providing job training according to the participants' interests. Job training held by UPTD consists of practice and theory that contains hard skills and soft skills. Hard skills are represented by practice while soft skills are represented by work ethic, character, independence and responsibility. Assessment aims to determine the level of success and competence of participants in accordance with their field of specialization.

From the results of the research that has been done, there are some participants who have not been able to achieve the standard values that have been set. Therefore, the training provider is obliged to provide assistance in the form of counseling to find problems that occur. Furthermore, the participants conduct a repetition of practice and assessment. The success of the role of job training centers will be better if it is supported by the availability of job opportunities that are ready to accommodate prospective workers. This will become an attraction for prospective workers as well as accelerate the absorption rate of prospective workers so that the economic recovery of the citizens will be achieved soon.

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