

Competency Development of Operational Personnel at Mirah and Berlian Terminals Through Spinner Reborn System Training to Support Container Loading and Unloading Performance

^{1}Choirul Anam, ²Suryanto*

Airlangga University, Surabaya, East Java, Indonesia

*Email : [1*choirul.anam-2020@pasca.unair.ac.id](mailto:^{1*}choirul.anam-2020@pasca.unair.ac.id)*

(Received: July 2022; Reviewed: August 2022; Accepted: August 2022;
Available online: September 2022; Published: September 2022)

ABSTRACT

Research Competency Development on employees in the Terminal Rubies and Diamonds with a system of training a spinner reborn is made to analyze and describe explicitly, with regard to the development of competence to improve the performance of the operational employees, including the ability to adapt to be able to develop the ability and adjustment themselves with the era of business transformation in the digital. The study was conducted by using the descriptive qualitative method to determine the analysis of the results, where the collection of primary data in this research is done by observation, interview, survey and expert justification, while the secondary data is done through the duties and responsibilities of work to be done with the population research using purposive sampling method which is taken from the employee homogeneously in the accept, perform and megimplementasikan the activities of the development of these competencies. The application of training in the implementation of operations related to loading and unloading the container is intended to provide structuring the completion of the work proper with the interconnectedness of all areas of work and also a system of spinner reborn existing in the process of loading and unloading the container.

Keywords: Competence, Loading And Unloading, Performance, Training

INTRODUCTION

The development of Transformation in the digital era of business 4.0 which provides many changes related to the acceleration of business turnover by providing many conveniences in its implementation, especially in matters relating to technology-based competency development, according to McClelland in research conducted by Arbani (2021) who argues that competence is an underlying characteristic's of an individual which is causally related to criterion referenced effective and or superior performance in a job or situation All employees in the field of Port Operations in general and Mirah and Berlian Terminals in particular must be able to quickly adapt to existing business developments, to be able to operate technology using a spinner reborn system that has been integrated with all work activities around container loading and unloading services and is online-based, in order to make it easier to carry out work activities in serving customers who carry out their activities both at Mirah and Berlian Terminals, for that there is a training-based competency development which is "training is a planned process to modify attitude, knowledge, skill behavior through learning experience to achieve effective performance in activity or range of activities. activities), according to Smith in research conducted by Arbani (2021) to assist employees in doing their jobs by developing the potential and skills possessed by employees, especially in matters relating to the use of technology and the operation of the spinner rebo system. rn properly and

effectively, so that it can help employees to work optimally, by implementing Spinner Reborn training in the Mirah and Berlian Teminal environment.

The phenomena that occur in the application of the Spinner reborn at the Mirah and Berlian Terminals experienced a few obstacles in it, due to changes in the system that were implemented and implemented from the Mtos system that already existed and changed it using the Spinner reborn system which has the ease and complexity of completing a more easy and detailed solution. to complete work related to loading and unloading containers at Mirah and Berlian Terminals, besides that customer service is also facilitated, by giving customers to know the existing system and making it easier for customers to quickly find out what activities are running at Mirah and Berlian Terminals and customers can print independently job order activities, so as to reduce the intensity of the queue caused by problems related to customer service, such as printing job orders, unregistered containers and so on.

With this, it is necessary to have good cooperation that must be carried out in completing it in order to make it easier to implement a technology-based Spinner reborn system with employee participation in training programs that are made to find out the proper application of the Spinner reborn system, so that employees can work optimally and easily do their jobs, besides that the customer must also be able to understand the system created so that the customer can quickly carry out their activities both at the Mirah and Berlian Terminals,

so that the service process provided can be optimal and reduce the queue intensity in carrying out their activities. .

As for being able to use and implement the Spinner reborn system in the Mirah and Berlian Terminal environment properly, it is necessary to have employee awareness to take part in training that is made so that the use of the Spinner reborn system can be optimally used, besides that employees and customers must also start eliminating the comfort factor. that exists with the implementation of the old Mtos system used, so that training can run optimally to be able to develop competencies including skills and potential development of employees at Mirah and Berlian Terminals, so that employees can perform their performance well, precisely and quickly.

The existence of training carried out to support the development of competencies contained in employees at Mirah and Berlian Terminals To support the performance of existing employees, in order to optimally carry out their work activities to understand the Spinner reborn system used, employees must be able to understand the operations related to the system used must be understood by each individual employee at the Mirah and Berlian Terminal, so that theoretically employees can know the functions contained in the Spinner reborn application and in practice employees can carry out the functions contained in the application contained in the Spinner Reborn.

LITERATURE REVIEW

Competence

According to Spencer and Spencer in Palan (2007), competence shows the characteristics that underlie behavior that describe the motives, personal characteristics (characteristics), self-concept, values, knowledge or skills brought by someone who performs superiorly (superior performer) in the workplace. work. There are 5 characteristics that make up competence, namely: (1) Knowledge factors include technical, administrative, humanitarian processes and systems. (2) Skills; refers to a person's ability to perform an activity. (3) Self-concept and values; refers to a person's attitudes, values and self-image, such as a person's belief that he or she can succeed in a situation. (4) Personal characteristics; refers to physical characteristics and consistent responses to situations or information, such as self-control and the ability to remain calm under pressure. (5) Motives; is an emotion, desire, psychological need or other impulse that triggers action, while another understanding is obtained from a different theory which states that competence is the ability or capacity of a person to do various tasks in a job, where this ability is determined by 2 factors. namely intellectual ability and physical ability, according to Robbin (2007).

Unloading

According to Matthew et al. (2017) loading and unloading is the activity of loading and unloading goods from and/or to ships including the activities of unloading goods from

the hold to the ship to the dock on the hull of the ship to the warehouse, the stacking yard or vice versa, and can be divided into 2 activities, both loading and unloading directly and indirectly, including:

1. In person

This method is often called "truck lossing" meaning loading or unloading from the ship directly to the truck. This truck lossing method is a special permit because there are components or OPP/OPT payments;

2. Indirectly

The indirect method is loading and unloading activities from the ship to the dock, moving goods from the dock to the transit warehouse, arranging and storing goods in the transit warehouse and then delivery activities to the recipient of the goods or their representative.

3. Performance

Performance is the result of a process that refers and is measured over a certain period of time based on pre-determined provisions and agreements, according to Edison (2016), while according to Mangkunegara (2016) performance comes from the word job performance or actual performance. achieved by a person), in other words, performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. The factors that can affect performance, according to Mangkunegara (2016) can be divided into 2 factors, including:

a. Ability factor

Psychologically, an employee's ability consists of a potential ability (IQ) above average (IQ 110-120) with adequate education for his position and skilled in doing daily work, then he will more easily achieve the expected performance.

b. Motivational factors

Motivation is in the form of an employee's attitude in dealing with situations (situation) motivation is a condition that moves employees who are directed to achieve organizational goals.

Training

Education and training is one of the important factors in the development of human resources. Education and training not only increase knowledge, but also improve work skills so as to increase work productivity, according to Sonny in sinambela (2016). Meanwhile, training in a company or organization can have a positive influence on competency development that can support the performance of the employees or human resources in it, the following are the objectives of the training, according to Supriyadi (2015), including:

- a. Increasing the productivity of employees who have knowledge and skills in their field of work will be able to work better;
- b. 2. Improving the effectiveness and efficiency of mastery and increasing skills in accordance with the field of work obtained by employees from a training

program;

- c. 3. Increasing the competitiveness of employees who are well trained will not only have the opportunity to increase productivity, but will also be able to work more effectively and efficiently, so as to increase the competitiveness of the company.

With the training objectives, the benefits of training will be formed, as a determination of positive results after employees receive the existing training program, as for the benefits of training, according to Supriyadi (2015), among others: increasing independence, increasing motivation, fostering a sense of belonging, reducing employee turnover, and increase company profits.

This training program itself can be carried out using several different methods in its operation, so that the benefits and objectives of this training program can be received and carried out directly by every employee or human resource who receives it. The training method, according to Edwin B Flippo in Sedarmayanti (2014), describes the training method, as follows:

- a. On the job Training

Is a formal procedure, simple and easy and practical observation, employees learn their work by observing other jobs that are working, and then observing their behavior, in other words On the job training is a training method carried out with learning programs that are carried out directly by employees by plunging directly to carry out their work, so that the knowledge obtained is more comprehensive as a result;

- b. Off the job training

Training programs that are carried out outside of working hours for employees when doing their job, or carried out separately from the active working hours of employees in carrying out their main tasks, usually the lessons given are in the form of job instruction training, programmed learning, Vestibule training (training in a special room includes: seminars, management games, role playing and teaching through computer programs).

RESEARCH METHODS

The population in this study totaled 11 people in total and all of them were taken from operational personnel who worked at the Mirah and Berlian Terminals in Surabaya, including: Supervision, Foreman CY and the wharf, Tally. The sample taken is a homogeneous purposive sampling which refers to 11 operational personnel who work directly to provide container loading and unloading services, consisting of: 3 supervisors (stevadoring, planning, cy and consolidation), 2 planners, 2 foreman vessel, 2 foreman cy, and 2 tally who participated in the training directly and managed to implement the training program very well. The type of research used is in the form of descriptive qualitative analysis which aims to describe explicitly about the application carried out by the sample in implementing the results of the training in detail, precisely and well. The data analysis carried out in this study refers to 2 phases of data, both primary obtained from the process of observation, interviews, surveys and expert justification, and secondary

obtained from the duties and responsibilities of work that must be carried out by operational personnel who work in accordance with field of work.

RESEARCH RESULT

Competency development carried out and applied to all operational employees at Mirah and Berlian Terminals through a training system to support knowledge and develop the capabilities and potential of all employees in working by utilizing technology appropriately, so as to provide speed, convenience and accuracy in carrying out responsibilities of existing work and relating to the arrangement of work in the operational scope, both work at the dock and cy (Container yard) as a stacking field that functions as a place for storing goods or containers before being loaded onto ships or taken directly by the owner of the goods directly, it is useful for minimize the occurrence of errors related to the rotation of the movement of container activities starting from the beginning of entering the Terminal to being loaded onto the ship (Loading) or out to be pulled by the owner of the goods directly (Delivery), because of the help of the system pinner reborn which is made to facilitate the proper monitoring process, so that all recording of container movement can be properly recorded, so that there is a need for training to provide knowledge and skills of employees in operating technology through spinner reborn system training as a program created to support ease of existing operational work. With the training program that has been created and given to all existing employees, it

provides many benefits, both in terms of personal competence for each employee who receives direct training that is made to facilitate the work carried out, so that all existing activities can be properly recorded on the spinner system. reborn, this is expected to provide speed and convenience in the work process that must be carried out by every operational employee, seeing that the spinner reborn program is made capable of providing accuracy and speed in helping the service process optimally.

The Spinner Reborn system program which was created to facilitate the work process related to the services provided at Mirah and Berlian Terminals provides many positive benefits for operational employees directly, this is indicated by a change in the competence of operational employees after attending training related to the operation of this spinner reborn system program, although previously the operation of technology was something that was usually done by operational employees at the Mirah and Berlian Terminals by using the Mtos/Iport program which was an old system program to assist operational work, but readjustments had to be made, because there are many differences in the uses contained in the programs made both Mtos/Iport and spinner reborn, while the differences include the use of functions in it, where on the Mtos/Iport system the application program in the form of a web made with a general scope of functions in monitoring the process of container movement activities, while the spinner reborn system is in the form of a web application that provides

convenience in accessing it in detail, starting from the beginning of the stack (request for container storage), until it is loaded and withdrawn directly by the owner of the goods. In addition, the use of active supporting tools, to real-time services that require fast service with the outstanding function of activities, when the service experiences problems in it. As for the changes found in operational employees after carrying out the spinner reborn system training program, namely being able to properly and correctly operate the existing spinner reborn system, this is taken from a sample of respondents who are used as examples of assessment after participating in this spinner reborn training system. As for the statements taken from the sample of respondents who participated in the training, all of them agreed that the spinner reborn system program was more complicated, young and detailed in its use, saw all the records of container movement starting from the application, stored in the CY (container yard), until it was loaded on the ship or picked up. directly by the owner of the goods, all existing activities are recorded or recorded properly in the existing spinner reborn system, seeing the making of application system programs that are made very detailed and recordings given in real time implementation. This can be seen from the statements of 11 people used as sample respondents, very satisfied using the spinner reborn system, seeing the ease of doing the work process, so that all the obstacles that occur in the implementation of operational work activities can be quickly resolved, and

errors occur. can be minimized once. The satisfaction obtained with the development of existing competencies and carried out on 11 training participants, including several operational employees at Mirah and Berlian Terminals, among others: 1. SPV Stevadoring, SPV CY and warehouse consolidation, SPV planning (planning): agreed on the system made provides a lot of convenience in monitoring activities of all activities that occur both at the dock and cy (stacking field), 2. Planner: provides convenience in the process of allocation of containers and supporting equipment for activities, to the process of loading ships, 3. Foreman vessel and cy: simplify the arrangement directly on the container both on the cy and on the ship, 4. Tally: makes it easier to organize and record in real time the movement of containers in the Mirah and Berlian Terminals.

CLOSING

Conclusion

Based on the descriptions contained in the discussions in previous chapters with the training provided to operational staff to develop the competencies of operational employees related to it, it was found that there were positive changes that occurred in the competence of employees directly, starting from technology operation and spinner reborn applications. appropriately, the use of technology that supports the work, so that all workers return to work more carefully and the use of technology that makes workers even more responsible in carrying out their work.

REFERENCES

- A A. Anwar Prabu Mangkunegara. 2016. *Company Human Resources Management*. Bandung : PT. Rosdakarya Youth.
- Edison, Emron. Yohny Anwar, Imas komariyah. (2016). *Human Resource Management*. Bandung: Alfabeta.
- Hariyanto, A., Suharyo & Supriyadi. (2015). The Effectiveness of Foot and Hand Massage on Physiological Responses and Pain Intensity in Acute Myocardial Infarction Patients. *Nursing and Midwifery Science*. Vol. 2, No. December 3, 2015: p. 113-122
- Matthew E. Herwanto, Fransiska Lintong, Jimmy F. Ruampakk, 2017. The Effect of Physical Activity on Blood Sugar Levels in Adult Men. Sam Ratulangi University School of Medicine.
- McClelland, David C., *Stimulating Community Achievers Accelerate Economic Growth Rates Through Increasing Achievements*. Jakarta Intermedia, 1997 On Arbani's Research (2021).
- Robbins SP, and Judge. 2007. *Organizational Behavior*, Salemba Empat, Jakarta.
- Smith, Andrew, *Training and Development in Australia*. Second Edition, Australia: Reed International Books Australia Pty Buuterworths, 2000. On Arbani's research (2021).
- Sonny Hersona, Iwan Sidharta. 2017. "Influence of Leadership Function, Motivation and Work Discipline on Employees' Performance (Case Study at the Department of Manpower and Transmigration Karawang Regency)". *journaljam.ub.ac.id* Vol. 15 No. 3. Pg. 535.
- Spencer, Lyle M. and Signe M. Spencer. (2007). *Competence at work: Models for Superior Performance*. Canada: John Wiley & Sons.