

Design Of A Website-Based Job Description Preparation Application System In The Human Resource Planning And Organisation Division

(Study On Pt Pelindo Terminal Container Surabaya)

Zeno Septuriano^{1*}, Survival², Adya Hermawati³

¹ Management, Faculty of Economics and Business, University of Widyagama Malang, Indonesia

² Management, Faculty of Economics and Business, University of Widyagama Malang, Indonesia

³ Management, Faculty of Economics and Business, University of Widyagama Malang, Indonesia

*Corresponding Author: zennoseptu77@gmail.com

ABSTRACT

This internship report is made to explain related to the design of a website-based job description preparation application system in the HR Planning and Organizational Planning division of PT. Pelindo Terminal petikemas Surabaya. The implementation of the Certified Student Internship Program (PMMB) batch 1 in 2022 starts from march 2022 to august 2022. Data collection uses observations, interviews, field activity reports and documentation.

From the results of the internship it is known that one of the jobs or in making a job description still uses a manual method, starting from collecting information related to job descriptions to designing job descriptions so that it is considered very inefficient and slows down work and takes a long time while the deadlines are provided very limited, therefore the author proposes an application design called My jobdesk to compile a job description to make it easier and shorten processing time.

Keywords: Human resources, job description, My jobdesk

INTRODUCTION

Widyagama University Malang is one of the private universities where there is one study program that has a vision to become a university that is qualified, independent, and dignified to reach the national level in Indonesia in developing in the fields of science, technology and culture that are applied and applied in the Management Study Program of the Faculty of Economics and Business, Widyagama University Malang which is expected to be able to produce quality alumni who prioritise national values and have an entrepreneurial spirit that can be applied in the world of work, especially in the current globalisation era, and can create renewable science, make breakthroughs in the fields of technology and culture with the aim of building community welfare and becoming a scientific choice or reference for the community at the national level both in the community and in the world of work and how students are taught to become a leadership, namely as an initiator of leadership that is more global, or can also be called transglobal leadership. It is one of the attitudes of a leader who is visionary, can adapt to a wider new environment, a leader with a soul that has the nature of consistency with the aim of the outcome in the form of employee performance, which has 6 dimensions of Cognitive intelligence, Moral intelligence, Emotional intelligence, Cultural intelligence, Business intelligence. Global intelligence states that the influence of transglobal leadership directly has a role on employee performance which in turn has a dominant impact on the performance of an organisation.

In achieving this goal, the Management Study Program of the Faculty of Economics and Business, Widyagama University of Malang tries to bring its students closer to the real world of work through various programs organized by the organizers, one of which is through the Certified Student Internship Program organized by the Indonesian Human Capital Forum through the Career Development Center where the program is a program that answers the challenges of Human Resources in State-Owned Enterprises in the future to create superior Human Resources and have received competence through internship programs at globally competitive State-Owned Enterprises. The Career Development Centre is a service centre for students in the field of career and academic improvement that allows students to develop and express creative, innovative, highly competitive ideas and can also take advantage of business fields in today's modern era and globalisation.

The Certified Student Internship Programme is a forum for students to apply theoretical concepts that have been learned while in college by strengthening their practical skills through direct involvement in the real world of work.

In the current era of globalisation, it is very necessary to have various kinds of changes, both changes in an organisation to changes to individuals, who play a role in the organisation, this needs to be done to every individual in an organisation because of the demands to continue to innovate, be active and responsive to be able to develop the organisation. This Certified Student Internship Programme can also be a place to conduct self-development for students to become independent and innovative individuals. The internship process carried out by students will be adjusted to the discipline studied by the student, with the aim that future students will be better prepared when plunging directly into the world of work. To produce students who are competent in accordance with the disciplines they study, they cannot only rely on theory, but also in terms of practice, namely by doing direct

practice in the world of work through this internship programme.

Through this Certified Student Internship Programme, the real meaning is that students in the real world of work are expected to be able to apply every theory that has been learned in college and have wisdom in thinking that is useful in making decisions, increasing the sharpness of instincts to carry out analyses based on facts found in the field and have a theory that becomes the basis for analysis, so that students are expected to see and understand well what phenomena are happening so as to get findings that occur in the field with the aim of being able to explain correctly, precisely and be able to be scientifically accounted for.

Apart from that, there are also other objectives, namely as a forum for students in community empowerment activities in the field of skills and environmental development to build welfare. Improving student competence in the form of increasing skills, creativity and competitive abilities and ethics at work and creating entrepreneurial human resources in accordance with the needs of State-Owned Enterprises in the current era.

This Certified Student Internship Programme is a form of commitment of State-Owned Enterprises to be present for the country in the field of human resource development involving student representatives from State and Private Universities throughout Indonesia by collaborating with the Indonesian Human Capital Forum. The implementation of the Batch I 2022 Certified Student Internship Program was carried out by the author at PT Pelindo Terminal Petikemas Surabaya which began on 21 March 2022 until 31 August 2022. Where this programme has stages that must be carried out by students before entering a State-Owned Enterprise company. After going through various stages of this recruitment process, the internship process was carried out at PT Pelindo Terminal Petikemas Surabaya.

PT Pelindo Terminal Petikemas is a sub-holding of state-owned port company Pelindo which acts as the largest container terminal manager in Indonesia. Pelindo Terminal Petikemas or Pelindo TPK is a terminal operator that provides container services with an integrated and standardised network system, under the auspices of the largest port in Indonesia, Pelindo TPK has a very strategic role in encouraging economic growth and equity in Indonesia.

THEORETICAL STUDIES

Concept of Human Resource Management

Management is a field of science that is very much in demand, even Management Study Programmes are located in almost all universities in Indonesia, management is one of the majors that rarely experiences quiet enthusiasts. One of the functions of Human Resource Management is to implement human resource planning in an organisation or company.

Some of the functions contained in HR planning, namely: recruitment, training and career development of employees, as well as taking a role in the organisational development of an organisation. So, in order to create a balance between the goals and needs of the organisation and the goals and needs of employees, HRM needs to focus on integrated and mature HR planning, namely by paying more attention to any challenges and opportunities that exist today and in the future so as to be able to create HR that can compete and can advance the organisation or company.

Definition of Human Resource Management

The book that discusses Human Resource Management explains that human resource management is the science and art of regulating how the relationship and role of the workforce can be active and efficient to help realise goals in a company, employees, and society. Corporate Human Resource Management states that human resource management is managing and empowering the potential of each individual who becomes a resource in a company or organisation.

Objectives and Functions of Human Resource Management

With the existence of Human Resource Management, the Human Resources department can design the right strategy in the process of managing HR in a company or organisation so that it is expected to run more efficiently and effectively.

(Sadili, 2006) states that the purpose of HR management is to improve the productive contribution of the workforce to the organisation in a way that is strategically, ethically and socially responsible.

Human Resource Management Strategy

The process of formulating HR strategy must be in line with the process of formulating corporate strategy, every step taken will interact with strategy formulation. In environmental assessment and corporate strategy, the relationship is separate but parallel, where both interact. In the process of unification, HR strategy will be developed together with corporate strategy.

Environmental Assessment	Strategy Development	Strategy Implementation
Conduct research on external & internal environment	Conduct a revised review of the vision and mission	Define organisational goals and expectations, personnel against management capabilities
Make an assessment of an organisation based on (SWOT)	Structure the strategic objectives	Implement systems and technology
Determine key capabilities and competitive advantages	Develop an activity plan	Evaluate their effectiveness
Find issues of strategic value	Plan the allocation of resources for a company or organisation	

Activity Plan

There are clear responsibilities, timing and resources required for the implementation of a strategy. In the management planning and implementation process, the company considers the strategy to be implemented and how to socialise it so that every individual in an organisation or company can be directly involved in implementing the strategy that has been prepared.

Definition of Position Analysis

Job analysis can be defined as a detailed development of each task (job description) in a position, determining the relationship between a position and other positions, and determining the knowledge, skills, and various others needed to support the work process to be more effective and efficient (Robbins, 2002). Job analysis is a process of collecting, analysing, and compiling information about job

content with the aim of providing a basis for job descriptions and data for recruitment, training, job evaluation and performance management (Armstrong, 2009).

Purpose of Position Analysis

Job analysis is carried out with the aim of analysing and collecting information on a job (Prien, E.I., Goodstein, L.D., Goodstein, J., & Gamble, 2009). In line with that, job analysis also has the aim of establishing and documenting procedures regarding the relationship between employees and training, selection, compensation and job appraisal (Fendy Suhariadi, 2013). There are also several other objectives of job analysis, namely:

- 1) Determining the degree of knowledge, skills, and measuring the abilities expected in a position; and
- 2) Determination of the degree of various tasks contained in a position for the purpose of job planning (Achmad, 2011).

Position Analysis Result

Job Description

According to (DeCenzo, D.A., & Robbins, 2010), a job description is a written statement that consists of the work done by the job holder, how to do it, under what conditions, and why it is done. There are several writing formats in job descriptions, including:

- a. Job Title, contains the nomenclature of the position being analysed.
- b. Job Identification, contains the division of the analysed position, direct supervisor, position code, and the date of the job analysis.
- c. Job Duties, contains a list of important tasks
- d. Other important information such as information about the work environment, qualifications required by workers in order to be optimal at work which includes skills, physical abilities, education and diplomas.

Job Specification

According to (DeCenzo, D.A., & Robbins, 2010), job specification is the minimum capacity of an employee that must be possessed in order to carry out a job properly. The capacity in question includes knowledge, skills, abilities and other characteristics such as interests, personality and training that has been followed. Job specifications are obtained by determining the type of capacity required to complete the tasks previously identified in the job analysis (Aamodt, 2010).

Position Analysis Procedure

There are several ways in which information can be gathered to conduct a job analysis. The method of gathering information is determined by identifying the purpose and usefulness of the information to be obtained.

In reviewing the information, it is important to understand the context of the job. Some sources of job-related information are organisational structure charts and process charts.

In job analysis, it is common to focus on a sample of the positions to be analysed. When conducting a job analysis, it is important to provide information on the procedures to be performed and the role of the position holder as a resource person. The information obtained needs to be verified with the position holder and his/her

supervisor. The information obtained is then used to create a job description and job specification. A job description is a document that contains job duties, activities, responsibilities and other information such as working conditions.

After the job description and job specification are prepared, the facilitator or compiler's job is to verify with the job holder whether the job description and job specification that have been prepared are in accordance with the job itself.

RESEARCH METHODS

Programme Type

The Certified Student Internship Programme is a breakthrough link and match programme for education and industry created by the Ministry of State-Owned Enterprises in collaboration with the Indonesian Human Capital Forum.

Subject, Object, Location and Timing of the Internship Programme

The implementation of the Batch 1 Certified Student Internship Program in 2022 was carried out at PT Pelindo Terminal Petikemas Surabaya, and was placed in the HR and Organisation Planning division. The implementation of the Certified Student Internship Program at PT Pelindo Terminal Petikemas, where students carry out an internship program and are given assignments by the company for 6 months, Interns are declared to have completed their internship activities after showing the work requested in accordance with the deadline given by the company, this is then recognised by the company by issuing an Industrial Certificate as a sign that the student has completed the internship process. This certificate is proof that the student concerned has participated in the implementation of the Batch 1/2022 Certified Student Internship Programme until completion.

Data collection method

There are five different methods that can be used to collect data, namely self-reports, direct observations, interviews, document reviews, and questionnaires. Another alternative is to request information from an HR person who has experience in selecting candidates for the role in question. This method is only suitable for simple jobs, and does not require specialised skills and training.

Implementation Method

The Certified Student Internship Programme activities at PT Pelindo Terminal Petikemas Surabaya began after the closing of the Batch 1/2021 Certified Student Internship Programme and the opening of the Batch 1/2022 Certified Student Internship Programme simultaneously with PT Pelindo throughout Indonesia who are members of this programme virtually using Zoom meetings. The first activity carried out at PT Pelindo Terminal Petikemas was about the company profile of PT Pelindo Terminal Petikemas and continued with an introduction to all departmental fields, namely the Engineering & IT, Finance & Risk Management, Operations, Corporate Secretariat Internal Audit, Human Resources and HSSE departments which were carried out for 1 week.

After placement, the tasks assigned while in the HR Planning and Organisation division are: Employee data in the CENTRA application which is a new application in the company after the Pelindo merger in order to have an integrated database and to make it easier to find data and info on its employees spread throughout Indonesia, Monthly HR strength of PT Pelindo Terminal Petikemas, namely making reports on the number and employees in the work environment of PT Pelindo TPK, Pelindo

TPK Terminal, Subsidiaries and Grandchildren of Companies, PIC for making job descriptions for Makassar TPK and Makassar New Port TPK. Exposure to the allowances of directors and board of commissioners of subsidiaries and grandchildren of PT Pelindo TPK, and improvement of SOP and WI in the HR Planning and Organisation Division of PT Pelindo TPK, compiling HR strength memory and physical HR RKAP of PT Pelindo TPK for 2023.

Implementation Stage

Pre Implementation

The pre-implementation stage is a stage where there are various forms of preparation aimed at supporting the implementation of internships, the main thing that must be done is to calculate the needs of internship positions in a BUMN where students from all over Indonesia will carry out internship progress, Mou Program and match-up the needs of internship positions with the availability of internship students, selection by State Universities / Private Universities.

Implementation

At this stage is the core of the internship stage that will be carried out by students, where students will start apprenticeships in BUMN, according to the workplan that has been planned. Implementation starts from internship briefing (in-class training), 6 months of internship implementation, competency test briefing (in-class training).

Certification

Certification is the final stage in the internship programme. At this stage, every student who has participated in the internship process according to the predetermined time will take part in the competency test process to obtain an internship certificate as proof that the student has legally and competently participated in an internship at BUMN for 6 months. The competency test applied by PT Pelindo is currently only industrial certification.

RESULTS AND DISCUSSION

Results

Problems

In accordance with the data collected during the internship, it can be seen that there are several problems faced by the HR and Organisation Planning Division, including the following:

- a. Limited time for the preparation of job descriptions for both terminals and the head office, making the stages in the preparation irregular.
- b. As stated in point a, the frequent revision of job descriptions by functional units as led to the accumulation of job description documents resulting from the adjustment or revision.
- c. Because all the preparation processes are still done manually, and team members have different devices from each other, for example Windows and Macbook.

Cause of the Problem

PT Pelindo Terminal Petikemas which is one of the business units or sub holding of PT Pelabuhan Indonesia that provides container services using an integrated and standardised network system hosted by the largest port operator in Indonesia. During the implementation of post-merger preparation and transition, as well as the handover of operations, there are tasks that must be carried out by all functional units in PT Pelindo TPK, including the HR and Organisation Planning

Department.

There are various stages involved when conducting job analysis, starting from collecting information to identify relevant tasks or information that will be useful for compiling job descriptions, the techniques commonly used at this stage are interviews and filling out work papers or questionnaires. The next stage is to review or filter the information that is relevant to a job or position to be analysed, next is to determine representatives or SMEs in a position to be analysed and to verify the information that has been obtained, the final stage is to compile job descriptions and job specifications to finalise and evaluate job descriptions and job specifications in functional units and related SMEs. The team is coordinated by one of the senior officers who will prepare, compile, and socialise job descriptions in the functional units and related terminals. There are several stages or flows carried out by the team in preparing job descriptions, starting from the preparation stage where at this stage all team members are divided into PICs of certain positions and are briefed on business processes that will be poured into job descriptions.

Problem Consequences

The existence of a mismatch in the flow that is carried out, makes the job description preparation team experience several obstacles, including job descriptions that have been prepared often get revisions from various functional units because of the overlapping business processes of one position with other positions, business processes that are deemed inappropriate, or business processes that have not been included in the draft job description. The revisions also caused a buildup of document storage, so that sometimes the team had difficulty knowing the previous history, and to trace the latest documents. The manual preparation also sometimes provides its own obstacles for the team, which sometimes there are differences in format between the team members' devices, which makes the job description format different from each other, plus the team is also difficult to track changes that occur, making a lot of time wasted and inefficient.

Problem Solving

Based on the description and results of the problem analysis above, as well as based on guidance from the senior officer in charge, the author recommends improvements or solutions as an effort to reduce the above problems are as follows:

a.Improvement of the Flow or Stages of Job Description Preparation

As described in the problem description at point a, the preparation of job descriptions has inefficient stages or flows. So, the author provides a solution so that in data collection and work related to job description changes, time and data collection are given more concise and appropriate, so that it is hoped that the preparation of this job description will be more efficient.

b.Concept of Job Description Preparation Application Design

As described in the problem description that there are several problems and inefficiencies caused by the preparation that is done manually, the authors provide recommendations for application concepts that can later be used by the HR and Organisation Planning Division to facilitate this preparation process, starting from the initial stages of preparation to the end, so that the work process is expected to be more efficient.



DISCUSSION

Based on the discussion that the author has described above, the author makes and proposes an application concept that can assist in the preparation of job descriptions that are expected with the existence of a system / application that can support the preparation of Job Descriptions in the future if there is or is needed to make, improve and evaluate job descriptions at PT Pelindo Terminal Petikemas, thus the PIC in charge can easily search for data on this system in the hope that the PIC in charge no longer needs to experience difficulties in searching for history from old files, because all files related to job descriptions are already in one integrated database system.

CONCLUSION

After going through the Certified Student Internship Programme process, the author gained knowledge and real experience to apply the knowledge that the author had learned while in college, so that it could be applied properly and optimally when carrying out the internship programme. Based on the Internship Report, the author draws the conclusion that when facing the world of work, a sense of responsibility is needed, a high sense of patience to do every job given, accuracy that is very well honed, a high spirit of discipline to follow every rule when working and discipline towards time is an important responsibility for the author because with time discipline the author can complete every task and responsibility properly and on time. This practical activity is very useful for expanding knowledge and applying learning in lectures in the world of work.

The suggestions that the author can give are: proposals in the form of an application that can facilitate the preparation and evaluation of job descriptions in the future.

REFERENSI

- A.A.Anwar Prabu Mangkunegara. (2007). *Manajemen Sumber Daya Manusia: Vol. Cetakan Ke. PT. Remaja Rosdakarya.*
- Aamodt, M. G. (2010). *Industrial/ Organizational Psychology: An Applied Approach.: Vol. Sixth Edit.* Wadsworth Cengage Learning.
- Achmad, S. (2011). *Perencanaan Sumber Daya Manusia (Cetakan Pe).* UB Press.
- Amir, M. T. (2012). *Manajemen Strategik Konsep dan Aplikasi.* Jakarta: Rajawali.
- Amstrong, M. (2009). *Armstrong's Handbook Of Performance Manajemen. An Evidence-Based Guide To Delivering High Performance India :By Replika Press Pvt L Td.*
- Ayu Magdalena, Adya hermawati, Z. (2022). ANALISIS PENGARUH QUALITY OF WORK LIFE TERHADAP KINERJA YANG DI MEDIASI ORGANIZATIONAL CITIZENSHIP BEHAVIOR (Studi Pada Pegawai Kantor Kecamatan Sukun Kota Malang). *ORGANIZATIONAL CITIZENSHIP BEHAVIOR (Studi Pada Pegawai Kantor Kecamatan Sukun Kota Malang),* <https://www.bajangjournal.com/index.php/JIRK/issue/view/99>.
- Cushway, B. (2002). *Human Resource Management.* PT. Gramedia.
- DeCenzo, D.A., & Robbins, S. P. (2010). *Fundamentals of Human Resource Management (10th Editi).* John Wiley & Sons, Inc.
- Dessler, G. (2017). *Human Resource Management.* United States America: Pearson Education.

- Fendy Suhariadi, S. (2013). *Manajemen Sumber Daya Manusia: Dalam Pendekatan Teoretis- Praktis*. Airlangga University Press.
- Fernanda, F. M., & Survival, S. (2021). *QUALITY OF WORKLIFE SEBAGAI MEDIASI: IKLIM ORGANISASI DAN KEPUASAN KERJA. Vol 2 No 1*.
- Flanagan, J. C. (1954). *The Critical Incident Technique* (Vol 51 no). Psychological Bulletin.
- Handoko, T. H. (1995). *Manajemen*. BPFE.
- Hasibuan, M. S. . (2005). *Manajemen Sumber Daya Manusia* (Edisi Revi). Bumi Aksara.
- Hermawati, A., & Mas, N. (2016). *STRATEGI BERSAING: MELALUI CAPAIAN KINERJA HUMAN RESOURCES BERBASIS TRANSGLOBAL LEADERSHIP DENGAN OPTIMALISASI ORGANIZATIONAL CITIZENSHIP BEHAVIOR DAN QUALITY OF WORK LIFE (STUDI KOPERASI BERPRESTASI DI JAWA TIMUR)*.
- Juan I. Sanchez & Edward L. Levine. (2010). *The Rise and Fall of Job Analysis and the Future of Work Analysis*. PubMed. [https://doi.org/63\(1\):397-425](https://doi.org/63(1):397-425)
- Landy, F. J. & J. M. C. (2013). *Work in the 21st Century: An Introduction to Industrial and Organizational Psychology* (fourth edi). United States of America: JohnWiley & Sons Inc.
- Mondy, R.W., R.M. Noe, S. R. P. (2002). *Human Resource Management* (Edisi 8). Prentice Hall, 2002.
- Prien, E.I., Goodstein, L.D., Goodstein, J., & Gamble, L. G. (2009). *A practical guide to job analysis*. San Fransisco: John Wiley & Sons, Inc.
- Rahayu Puji Suci, Adya Hermawati, Y. E. I. (2017). *STRATEGI PENGELOLAAN SDM BERBASIS TRANSGLOBAL LEADERSHIP PADA UMKM MALANG RAYA. Vol.5, No.*
- Robbins, P. S. (2002). *Prinsip-Prinsip Perilaku Organisasi* (S. . Halida, S.E dan Dewi Sartika (ed.); Edisi Keli). Erlangga.
- Sadili, S. (2006). *Manajemen Sumber Daya Manusia*. Pustaka Setia.
- Konsep Dasar Manajemen Sumber Daya Manusia (MSDM). <http://elib.untag-banyuwangi.ac.id>
- <https://www.gramedia.com/literasi/manajemen-sdm/>
- <https://www.finansialku.com/merumuskan-strategi-manajemen-sumber-daya-manusia/>
- <https://www.pelindotpk.co.id>