

## Impact of Birawa Champion Training on the Performance of Housekeeping Employees PT.Telkom Property Makassar

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### ABSTRACT

PT. Telkom Property's Birawa Champion training is organized internally by the company to form soft skills, increase employee knowledge or knowledge of their respective fields of work, namely Housekeeping, Mechanical Electrics, Security, and Drivers. The organization of Birawa Champion training can also produce superior employees and is expected to be an example or leader in their respective work locations. The purpose of the study was to determine what and how the impact of Birawa Champion training on the performance of housekeeping employees of PT. Telkom Property Makassar. The research method used is a qualitative method using interview and observation techniques. Interviews were conducted focusing on 5 core informants who had attended Birawa champion training. There are 6 questions related to knowledge, soft skills, employee performance, discipline, ethics, and tenant satisfaction. Research on Birawa Champion Training has had a positive impact on the performance of employees who participated in the training, especially in the Housekeeping division, including increased knowledge of their work, increased discipline, as well as employee ethics, and increased employee soft skills so that they are able to become employees who have a leadership spirit at work. Training also improves the quality of employees to be better so that they are able to provide excellent service to customers or tenants, so that indirectly this training also affects tenant satisfaction. This is in accordance with the vision of PT. Telkom Property, which is to become the most preferred technology-based property company in Indonesia

## **INTRODUCTION**

PT. Telkom Property Indonesia is a company that focuses on developing and managing property for Telkom Indonesia's business and other property businesses. The company manages various types of property such as office buildings, data centers, and housing. They work with other companies and third parties to provide innovative and quality property solutions for customers. The goal is to meet the needs of the property market in Indonesia and strengthen Telkom Indonesia's position as a leading telecommunications company.

To achieve company goals, PT. Telkom Property must be supported by good quality human resources, one of the efforts made is to carry out Birawa Champion training which focuses on strengthening the skills of employees in housekeeping, mechanical electricity, security, and drivers. In this scientific work only focuses on the results of training and strengthening the skills of housekeeping employees.

Performance itself is a form of assessment or evaluation of the work that has been done by individual employees. (Nababan et al., 2016) states that performance is summarized as the achievement of a job. However, it should also be understood that performance is not only about work results or efficiency, but also includes how the work process is carried out. According to (Ningrum et al., 2013), simply put, performance is the achievement of organizational work results, which employees do to the best of their ability based on leader instructions, competencies and the ability of employees to develop reasoning in the workplace. The types of data used are primary and secondary. To obtain primary data, researchers apply qualitative methods with direct interview techniques to housekeeping employees.

PT. Telkom Property who have participated in the Birawa Champion training. Furthermore, secondary data collection is carried out by looking for theories and literature related to the problem. The final result of this research is to find out what and how the impact of Birawa Champion training on the performance of housekeeping employees of PT. Telkom Property Makassar.

## **LITERATURE REVIEW**

Human Resources (HR) is something that is very important and must be owned in an effort to achieve organizational or corporate goals. must have in an effort to achieve organizational or company goals. Human resources human resources are the main element of the organization compared to other resource elements such as capital, technology, because it is humans who control the organization. resources such as capital, technology, because humans themselves control the other factors. other factors.

From the above understanding, it can be concluded that human resources are the most important asset in a company. In a company so that human resources need to be developed in line with the rapid changes in technology. Changes in technology that are very fast.

The organization of training is often carried out by various companies in order to provide information to employees about their duties, responsibilities, and position in the company. In addition, training gives them insight into systems and workflows that meet the requirements and needs related to the expected work efficiency (Nugraha & Firman, 2020). Of course, the training organized can have a positive impact on employees (Turere, 2013). This impact will support employees to adjust to the changes that are happening which require the attitude, behavior and ability of employees to work properly according to the system and work procedures set by the company so as to create the desired work efficiency.

(Hitalessy et al., 2018) states that employee education or training is a systematic effort made by the company to improve the knowledge, skills, and attitudes of all employees through the learning process so that they can carry out their functions and duties as well as possible. Gomes (1997) states that training is all efforts to improve work performance in a particular job that is responsible. Meanwhile, training is the process of teaching new or existing employees the basic skills they need to do their jobs (Garry Dessler, 1997). Birawa is an internal program of PT. Telkom Property in the form of training or strengthening employee skills for four divisions, namely Housekeeping, Mechanical Engineering, Security, and Drivers with the aim of increasing knowledge or knowledge, ability to be sensitive, and concern for the work environment.

## **METHODOLOGY**

This research uses primary and secondary data. Primary data is data obtained from interviews with sources directly. The results of interviews with sources are data needed to determine the impact obtained by selected employees after attending Birawa Champion training. The resource persons are housekeeping employees of PT Telkom Property Makassar who have attended the training. While secondary data is data obtained from literature, journals or books and other supporting documents and references related to this research. This secondary data is data from observations or observations of researchers about training from journals or books that have discussed training before.

In general, methods are defined as scientific activities that are planned, structured and systematic, with certain practical and theoretical objectives. Methods are scientific activities because research with scientific aspects and 'planned' research theories must be planned by considering time, funds and the

availability of places and facilities. In this study, researchers used qualitative methods with direct interview techniques to housekeeping employees of PT. Telkom Property who had attended Birawa Champion training. Creswell (2008) defines qualitative method as an approach or inquiry to study and understand a central phenomenon.

According to (Nur Abdi Muhammad, 2020), "Saying that qualitative method is a scientific method used to explain a symptom by writing data and facts in the field into words as a whole with the research subjects used. So that it can be concluded, qualitative research methods are as a way of analyzing to understand a central symptom by looking for information data using direct interview techniques and observation (observation) to PT. Telkom property housekeeping employees who have attended Birawa Champion training.

Interviews are question and answer activities carried out between two or more people to exchange information which will later be used as a meaning that refers to certain interview topics (Adil. Nur Abdi, 2022), interviews are a tool for collecting information by asking a series of questions that are answered verbally. Observation techniques are often combined with in-depth interviews with the aim of digging up more accurate information. So the results of observations will be explored more deeply using more in-depth interviews. Techniques like this are used to ensure the accuracy of the data obtained. Observation is one of the techniques for collecting research data through observation and sensing carried out by researchers.

## **RESULTS AND DISCUSSION**

This research was conducted at PT Telkom Property Makassar, Interviews were conducted using question and answer techniques with 5 key informants conducted at PT Telkom Property Makassar. The interviewees who were successfully interviewed intensively about this training were the initials AR, AL, KA, SSS, RH. Interviews with the interviewees were carried out separately and at different times, starting from the initials AR carried out on Wednesday 3 May 2023, for the next resource person with the initials AL carried out on Thursday 4 May 2023, while the initials KA and SSS were carried out on Friday 5 May 2023 simultaneously and the initials HR on Saturday 6 May 2023. The following is a table of the correspondent data that has been interviewed.

Table 1. Correspondent Data

No	Initials Correspondent	Position	Length of word
1	AR	Housekeeping	8 years
2	AL	Housekeeping	2 years
3	KA	Housekeeping	5 years
4	SSS	Supervisor	10 years
5	RH	Housekeeping	7 years

Source : Processed Data 2023

## RESULT

For incomplete data through interviews, it is complemented by data from participatory observation and direct observation. The results of interviews in this study are presented in full by taking unique answers from each source that focuses On The Questions given by the researcher, as follows:

### **Increase Employee Knowledge**

In general, the results of interviews with correspondents state that Birawa Champion training has a significant influence on increasing the knowledge of individual employees, especially on technical matters related to their work. As expressed by correspondent SSS and correspondent KA

According to K.SSS "Birawa training provides better knowledge about the work done in the field, be it knowledge about the type of work tools and their use according to standards that were never known before by myself."

Furthermore, K.KA also stated that "birawa is a training activity that is contested internally by the company on a national scale, so that it motivates me to study harder, master the work material, and have the courage or mentality to face problems that might occur in the field. With this, I gained new knowledge."

### **Birawa Champion as Soft Skill Building**

For correspondents, namely employees who have participated in this training before, revealed that this Birawa Champion training was carried out with a program to increase knowledge and also the soft skills of the employees themselves. We can understand and conclude this through the answers of SSS correspondents as supervisors and strengthened by the answers of HR correspondents, they said that

According to K.SSS "the soft skills obtained are about how to adapt and be able to help and care both for each other and for others, honesty and responsibility. As well as pretty good public speaking skills"

K.HR said "the most obvious soft skills I feel are about mental formation and character with leadership spirit, I am more able to determine my attitude and establish good communication with tenants and have the ability to serve tenants who have various characters and backgrounds"

### **Improving Employee Performance**

Birawa champion training also has a significant and good influence on the work of employees in the field in providing services to tenants. This was expressed by all correspondents that their performance after attending the training became better and more efficient and could reduce complaints from tenants. As expressed by correspondents SSS and HR that

"Birawa training gives good results on employee performance in the field, besides that employees who have attended training several times can provide examples for other coworkers said K.SSS"

The same thing was said by K.HR he answered "training has an influence on performance, for employees, especially me personally who have attended training, have a disciplined nature, a sense of responsibility and try to be efficient at work and reduce the risk of accidents or failures in my daily work."

### **Improving Discipline**

Another thing that is improved as a result of training is the discipline of the employee, this is agreed by all correspondents interviewed, this discipline is improved because in training semi-military physical training is applied. As revealed by correspondent AR

According to K.AR "The training provides additional obedience and discipline at work for me, because I understand the duties and responsibilities that we should do in order to realize maximum service. In addition, the birawa training carried out by us is carried out with a semi-military training system as well as mental and physical training for employees including me in forming a good spirit of discipline so as to reduce violations or absences in work duties."

### **Building Good Ethics in the Workplace**

The results of the interviews conducted provide the results that this birawa champion training also has an impact on the ethics of workers in the company. The work ethic referred to here is a derivative or implementation of the company's work culture, namely AKHLAK (trustworthy, competent, harmonious, loyal, adaptive, collaborative). This is reinforced by the correspondent's answer, as expressed by K.SSS

K.SSS said that "the results of the training carried out have a positive effect on work ethics where training that brings together many individuals from various cultures and traditions throughout the country will form a sense of mutual respect for other individuals. In addition, the material received during birawa training is about the introduction of the latest corporate culture values, namely AKHLAK as a cultural reference and will form good ethics in providing excellent service. Where with this employees will understand the ethical standards of service that should be in dealing with complaints and behaving with tenants who have various backgrounds, this is in addition to what I observe in my daily Housekeeping work and what I personally feel."

### **Increase Customer or Tenant Satisfaction**

In addition to improving performance, one of the company's objectives in conducting training activities is indirectly trying to improve the quality of service provided. And of course this will later be able to increase tenant satisfaction after consuming the services of this company. So that with the hope that a good customer experience will reduce complaints and fulfill customer satisfaction. This will certainly affect the long-term sustainability of the company. As revealed by correspondent AL who directly assesses that training has an effect on the level of complaints from customers or tenants to be greatly reduced, as follows according to K.AL

According to K.AL "customers or tenants, in this case the majority of Telkom Group, are very enthusiastic in supporting the birawa training program. Tenants realize that birawa alumni will experience a transformation of knowledge, mindset, and skills and discipline after attending training, thereby reducing the risk of failure to work or violation of rules and other work responsibilities. This certainly has a good impact or influence on the level of tenant satisfaction that I serve. I can compare this with the number of complaints for 6 months before and after I attended the training."

The same thing was conveyed by another correspondent, namely K.SSS as a Housekeeping supervisor regarding tenant satisfaction, he gave his answer, namely: "Tenant satisfaction is generally good and positive, I judge from the results of work, loyalty, and motivation to work which tends to improve from workers (Housekeeping) who have attended previous training, as well as with additional knowledge, of course it will indirectly affect tenant satisfaction in the field. And I also observe in terms of complaints that are decreasing."

### **DISCUSSION**

Birawa champion is an internal training program organized by the company PT Telkom Property with the aim of increasing employee understanding and skills in order to carry out work more effectively and efficiently so as to provide maximum service to customers and form good character for employees. The data obtained from direct interviews with PT Telkom Property employees who have attended the training, provide answers based on 6 questions regarding knowledge, soft skills, employee performance, discipline, ethics, and tenant satisfaction.

Birawa champion training has a positive effect on increasing individual employee knowledge. This was agreed by all key informants. They gained knowledge related to matters concerning the work they do. By participating in Birawa Champion training, the interviewees became more aware of how to use work equipment properly and gained new knowledge about work equipment that they did not know before, so that individuals who have participated in the

training can work more optimally. Furthermore, regarding soft skills, according to the interviewees, Birawa Champion training indirectly provides an increase in employee soft skills, such as being able to respect each other, increase creativity, build a spirit of cooperation, be able to think critically, have good communication or public speaking skills, foster loyalty and honesty, adaptation and have a good leadership spirit which will affect employees in the workplace.

Birawa Champion training also has an impact on improving employee performance in the field, where interview results show that those who have participated in the training feel better, more efficient, and proven to reduce complaints from customers and have a high sense of care for the environment. So we can know that Birawa Champion training has a good influence on employee performance in the field.

In addition, Birawa Champion training has an influence on increasing employee discipline at work. This can be seen from the results of interviews where with the training in which semi-military education is taught so as to form a better spirit of work discipline for them. Interviews regarding ethics at work provide results that employees who have participated in the training claim that with this training their ethics and politeness in serving customers have become better, and they understand carefully about the AKHLAK culture that exists in the company. This is because the training is taught to respect each other and always be polite to anyone and given socialization material about ethics and corporate culture. Likewise, regarding tenant responses that have been expressed by sources and supervisors that this training provides an improvement in the service process in the field. This was conveyed according to KA that tenants, in this case Telkom Group, are very enthusiastic in supporting the Birawa Champion program. Tenants realize that Birawa alumni will experience a transformation of knowledge, mindset, and skills after attending the training so as to reduce the risk of work failure. In addition, other interviewees also agreed that the training had a positive impact on customer or tenant satisfaction.

## **CONCLUSION AND RECOMMENDATION**

Research on Birawa Champion Training has had a positive impact on the performance of employees who take part in the training, especially in the Housekeeping division which is the sample in this study. Birawa Champion training organized by PT Telkom Property is able to improve the quality of human resources in the Housekeeping division, so that they have better knowledge of matters regarding their work, have a positive impact on discipline, and also employee ethics. In addition, this training also improves the soft skills of employees so that they are able to become employees who have a leadership spirit and are responsible for work. Training also improves the quality of



employees to be better so that they are able to provide excellent service to customers or tenants, and indirectly this training also has a positive effect on tenant satisfaction. This is in accordance with the vision of PT Telkom Property, which is to become the most preferred technology-based property company in Indonesia. It can be concluded that Birawa Champion training has a good and positive impact or result on the performance of company employees both in terms of hard skills and soft skills so that they can work better and also indirectly support achieving organizational goals.

## SUGGESTION

The author's suggestion in this study is that the company should continue to carry out training activities for HR development to create superior and highly competitive, creative, integrity, discipline, and also responsible HR. Training is also good for the readiness of employees and companies in facing changes in customer needs in accordance with the times and technology so that training must also be developed with new innovations that are in accordance with the current information era so that companies can continue to compete, because HR is a valuable asset owned by a company that has a considerable impact and influence on the company.

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