



## Role Effectiveness in Improving the Quality of Course Participants and Training at LKP Bahana Bina Prestasi Ponorogo

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### Abstract

LKP Bahana Bina Prestasi Ponorogo was established with the aim of creating competent and qualified human resources so that the quality of the workforce increases and is more competitive. However, it still needs to be reviewed whether LKP Bahana Bina Prestasi Ponorogo is effective in improving the quality of its training participants. The purpose of this research is to find out whether the efforts made by LKP Bahana Bina Prestasi Ponorogo in improving the quality of course and training participants have been effective. This research is a type of field research (field research) with a qualitative approach using descriptive research types. The data collection method used was interviews with informants used in the study consisting of leaders, employees and training participants. In an effort to improve the quality of course and training participants at LKP Bahana Bina Prestasi Ponorogo by measuring human resources, namely the dimensions of personality, dimensions of productivity and dimensions of creativity that participants who have arrived in the destination country can carry out these dimensions, but in the dimension of creativity participants only do work that is regulated in the country. Meanwhile, the effectiveness of the role of LKP Bahana Bina Prestasi Ponorogo in improving the quality of training participants has been running quite effectively. However, the determination of the timing is less effective because it is not as expected by LKP Bahana Bina Prestasi Ponorogo.

## INTRODUCTION

In the era of globalization, qualified human resources are needed. The prerequisite for achieving development is improving the quality of human resources. One solution to improve the quality of human resources is through training. Through education, a person will be able to develop the potential that exists in him through his interests and talents. Especially for those who are still at a young age, if youths are not managed properly then in the future it is feared that it can hinder development and will become a burden to the country. Therefore it is necessary to develop the talents of young people through useful and productive activities. Later, this can become a provision for the future, where the aim is not only to pass the training exam, but also to equip himself to face the challenges of life and work.

The world of education is currently very closely related to the world of work, where one of the concepts of community education is related to workforce training. One form of education is non-formal education. According to Law Number 20 of 2003 concerning the National Education System (Sisdiknas) it is explained that non-formal education is an educational pathway outside of formal education that can be organized in a structured and tiered manner. One of the non-formal education that can be pursued is by attending courses and training institutions.

Allah SWT has promised His mercy to every individual who works with itqan, namely by achieving technical ideal standards. To achieve this, optimal support of knowledge and skills is needed. In this context, Islam obliges its people to continue to improve and develop knowledge and to continue to train themselves, because the concept of itqan gives a higher assessment of the results of work that are small or limited but of high quality than output that is large but of low quality.

LKP is a forum for studying in non-formal education with private status. With the existence of LKP, it is hoped that it can create competent and quality human resources through non-formal channels so that the quality of the workforce increases and is more competitive. By attending training at LKP, job seekers can develop their skills according to their needs. LKP Bahana Bina Prestasi is one of the Employment Placement Service Companies (PJTKI) currently operating in Ponorogo. LKP Bahana Bina Prestasi is shaped like a non-formal school with private status, but has officially obtained permission from the education office according to NPSN K5669366, the operational license date is March 27 2018.

In an institution, quality is highly emphasized to achieve company goals or is called effectiveness. Effectiveness is the level of success in achieving the goals or objectives that have been set. Effectiveness is the ability of a person or organization to optimize its resources effectively and efficiently in order to achieve a goal. Effectiveness is also a broader concept that includes a variety of factors inside and outside a person. Organizational performance depends on the performance of the people who work where the organization provides services. Measurement in terms of achieving predetermined goals or objectives.

From the statement above which has been expressed by one of the instructors and participants, and referring to existing theory, there is a gap in LKP Bahana Bina Prestasi Ponorogo so that researchers are interested in conducting research on "Role Effectiveness in

Improving the Quality of Course Participants and Training at LKP Bahana Bina Prestasi Ponorogo”.

## **METHOD**

This research uses a qualitative approach. Qualitative approach is a method based on the philosophy of postpositivism, while to examine natural objects, where the researcher is as a key instrument, data collection techniques are carried out by triangulation (combined). The reason for using this approach is that researchers want flexibility in digging up the desired data so that the truth about an event under study is clearly visible. This approach was chosen because it was felt to be more flexible and the data obtained would seem more natural with the response from the source himself.

The type of research used is field research (field research). In this study, researchers are required to plunge directly into the location or source of the research object in this case is the LKP Bahana Bina Prestasi Ponorogo, Jalan Arif Rahman Hakim No. 15, Kertosari, Babadan, Kabupaten Ponorogo. To obtain the desired data, the author uses data mining techniques by means of interviews with leaders, employees and participants.

## **RESULT AND DISCUSSION**

In measuring the quality of training participants at LKP Bahana Bina Prestasi Ponorogo, researchers use measurements that have been determined based on 3 dimensions. These dimensions include the following:

### **Personality Dimensions**

This dimension concerns the ability to maintain integrity, including attitude, behavior, ethics and morality. From the results of the interviews obtained from the informants, in matters of faith that need to be further improved, especially the cultural differences and the beliefs held are clearly different. Related to this, the LKP has reminded that the existing rules on the religion adhered to are always carried out, but this is returned to each individual.

### **Productivity Dimensions**

The results of the analysis obtained through interviews regarding the productivity of the results that must be achieved by LKP Bahana Bina Prestasi Ponorogo in terms of language and practice, every day must have added memorized vocabulary, in one day there are at least five to ten memorized vocabulary. In terms of practice, each participant must be able to practice the procedures and sequences correctly both individually and in groups.

### **Dimensions of Creativity**

This dimension concerns a person's ability to think and act creatively. From the results of the data obtained through interviews in the dimension of creativity, participants who work abroad only do work that has been regulated in that country, if at work they do other work if they are caught by the authorities, they will be fined.

Thus the analysis of measuring the quality of training participants in an Islamic perspective, namely the dimensions of personality, dimensions of productivity and dimensions of creativity that participants who have arrived in the destination country can carry out these

dimensions, but in the dimension of creativity the participants only do work according to regulations in that country.

The concept of effectiveness is very important in assessing the success of an organization in achieving its goals. In measuring effectiveness, researchers will use measurements that are already available. In this study, the measurement of effectiveness is based on the Makmur theory and uses a predetermined measure of effectiveness, and the measure of effectiveness needs to be referred to in different parts of the organization. Based on the Makmur theory, the effectiveness measures used in this study are as follows:

### **Timing Accuracy**

The following is the flow of registration at LKP Bahana Bina Prestasi Ponorogo based on the results of interviews and observations:

1. *Offline* (participants must come directly to the office) register, fill out forms, submit files including original KTP, original KK, original diploma, original certificate, marriage book (if available), passport (if any) – document revision – determine purpose – determine schedule – go to study.
2. *Online* (Register by filling in the form – submit documents via online – revision – come to the office – determine the schedule – go to study.

Training at LKP Bahana Bina Prestasi Ponorogo runs effectively according to the set time. This is due to the training material delivered by the instructor, which consists of theory and practice. LKP Bahana Bina Prestasi determines that the percentage of material provided is 30% theory and 70% practice. However, from the start of the registration process, the document administration selection had not been checked in detail, resulting in delays in the process to be carried out. In terms of the infrastructure provided is also lacking resulting in the learning process not being optimal.

### **Accuracy of Cost Calculations**

Based on the results of the data obtained at LKP Bahana Bina Prestasi Ponorogo that the budget for implementing training activities was obtained from their own funds by participants who were assisted by the LKP with a salary deduction system, but some costs were also obtained from the Education Office in increasing the competence of the trainees. Where the funds are used for administration, operations, and other processes. For all the details of the funds, the informant did not mention in detail, only during the interview the details of the expenses and the details of the funds were sufficient to finance the training process from start to finish. The funding is used for a variety of institutional needs, such as paying for electricity, boarding fees, purchasing tools and materials for teaching and learning activities, and other unforeseen expenses.

### **Accuracy in Measurement**

The standard for assessing the success of the training participants is seen from the extent to which the competencies possessed by the participants are in accordance with the standards set by the LKP. LKP Bahana Prestasi Bina Prestasi Ponorogo sets standards for the ability of its trainees by requiring them to pass the Competency Test conducted by the Competency Certification Institute (LSK). In addition, during training activities LKP Bahana

Bina Prestasi provided assignments and memorization to be used as evaluation material so that they could support their language level. Not only from the Competency Test passing standards, LKP is considered appropriate in the measurement if participants can also speak the language when they arrive in the destination country.

### **Accuracy in Making Choices**

A success in training activities depends on the right decision in choosing the necessary needs, such as material to be taught, skilled instructors, qualified participants, and other supporting activities at LKP Bahana Bina Prestasi Ponorogo. This reflects the institution's ability to make appropriate and effective choices in supporting training activities

Based on the results of the interviews, before the training at LKP Bahana Bina Prestasi Ponorogo was carried out, the institution recruited the participants through outreach or advertisements distributed on social media. After that, training will be held guided by instructors in accordance with the destination country, the material of which has been adapted to LSP standards. In terms of the accuracy of delivering the material, the instructors at LKP Bahana Bina Prestasi Ponorogo have delivered training materials according to their fields and already have competent certification in their fields. The delivery of material has been effectively carried out using modules and teaching materials adapted to the lesson plan (RPP) and syllabus that have been prepared for the training.

### **Accuracy of Thinking**

Based on the results of interviews at LKP Bahana Bina Prestasi Ponorogo, the training organized by LKP Bahana Bina Prestasi Ponorogo was able to improve the skills and knowledge of the trainees, this was in line with the expectations of the participants who wanted after attending the training they could work well and according to national standards. objective.

### **Accuracy in Carrying Out Orders**

Organizations need the role of a leader in providing direction to all activities carried out. Based on the results of observations and interviews at LKP Bahana Bina Prestasi Ponorogo, it was found that the organization was carried out through briefings held at the beginning or end of the month with instructors and other employees. The purpose of the briefing is to plan and evaluate training activities to be held by LKP Bahana Bina Prestasi Ponorogo. Then the demands on the training participants that after attending the training they must produce maximum performance in accordance with the training they attended and take the Competency Test held by the Competency Certification Institute (LSK) and for participants who are declared competent, they must take part in the job training process in the dormitory or at the which has been set.

### **Accuracy in Determining Goals**

Based on the results of interviews and observations at LKP Bahana Bina Prestasi Ponorogo, it was found that in order to obtain the resources needed for its operational activities, LKP Bahana Bina Prestasi Ponorogo collaborates with and is bound by the employment and education offices. LKP management, especially LKP leaders, take advantage of the environment to overcome internal problems, such as establishing partnerships with other PTs and work placements to create jobs. The output produced is quite good, operational

activities are running according to plan and the development of science is in accordance with the stipulations of work standards in the destination country

### **Target Accuracy**

In this case, for the process of getting a job or employment, there are still some who have to wait because the system used is sending data to agencies that are abroad, so that the LKP or PT cannot determine the speed of getting a job, even from ex students there also those who have difficulty getting jobs so they have to wait in the dormitory for a long time, and also affect funds and allowances for each CPMI. Regarding the training provided, it has quite an influence on what is practiced in the placement country, because job practices in other countries are not all the same as those in Indonesia. With the duration of the waiting process until the flight is carried out simultaneously with the training, the results received should be better.

In carrying out training activities, LKP Bahana Bina Prestasi Ponorogo has carried out according to plan according to its vision and mission so that it carries out training activities properly. Based on an interview with one of the foreign agencies, the training provided was good, in accordance with the principles of work in the placement country. But it still needs to be improved, especially for those who have already got a job and are approaching the flight schedule.

### **CONCLUSION**

The quality of the training participants at LKP Bahana Bina Prestasi Ponorogo, namely the dimensions of personality, dimensions of productivity and dimensions of creativity that participants who have arrived in the destination country can carry out these dimensions, but in the dimension of creativity the participants only do the work according to what is regulated in the country.

The effectiveness of the role of LKP Bahana Prestasi Bina Prestasi Ponorogo in improving the quality of training participants has been running quite effectively as seen from the measurement results using the theory of effectiveness according to Makmur including timeliness, cost calculation accuracy, measurement accuracy, choice accuracy, thinking accuracy, accuracy in carrying out orders, accuracy in determining goals, and accuracy in targeting. However, the timeliness of the treatment is less effective because of the lack of accuracy of employees which can have an impact on the next process.

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