

ANALYSIS QUALITY OF HUMAN RESOURCES, WORK PROFESSIONALISM, AND COMMUNICATION AS SUPPORTING FACTORS FOR IMPROVING PERFORMANCE OF AVIATION TRAINING CENTER

ABSTRACT

The quality of human resources, work professionalism, communication has an influence on the performance of education and employment center employees in airlines both partially and simultaneously. The research approach used in this study is a quantitative approach. The aviation training center population was 79 employees and 75 people were taken as respondents with the sampling method used was simple random sampling or simple random samples. The method of data analysis uses multiple linear regression analysis. The results of testing and analysis conducted stated that the quality of human resources has a positive and significant effect on employee performance, work professionalism has a positive and significant effect on employee performance and communication has a positive and significant effect on employee performance. Simultaneously the quality of human resources, work professionalism, and communication support employee performance.

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A. PRELIMINARY

Increasing community growth has led to increased industrial growth, so the need for transportation industry facilities to transport tourists to visit the 10 new tourism destinations after Bali which are: 1. Toba Lake or Danau Toba in Indonesian is a wide natural lake in North Sumatra that lately being so popular among the foreigner and even the local tourist. 2. Borobudur Temple maybe not so surprising to come as the 10 'New Bali' of Indonesia as it is also well known for one of the best Indonesia tourism places. 3. The island of Belitung.

Belitung iland is inhabited by the descendant of Mongolian. 4. Mount Bromo which is located in BromoTenggerSemeru National Park. 5. Komodo Island, Nusa Tenggara Timur, you can also visit Labuan Bajo. 6. Seribu Island is located in the north of Jakarta, Indonesian Capital City, and include to the administrative area of Jakarta.7. Mandalika is an area in Lombok Island.8. Wakatobi is popular for its underwater beauty. Its popularity is well known in the international world since it was included as one of the

tourism in Internationale Tourismus-Borse Berlin.⁹ TanjungLesung is also located near Jakarta, include the area of Banten.¹⁰ Morotai, the small island in the north of Halmahera island, North Maluku (Indonesia Tourism Departement Information). For this reason, training facilities are needed to support the movement of people and goods from one place to the destination.

For this reason, the aviation industry makes training to achieve the performance of employees who are competent in terms of safety, service, and security so that people who use transportation services feel safe and comfortable. Trainees are important for the continuity of every airline, without the training of the company there will be no change, growth where activities require training that is essential for the life and growth of the daily life of the airlines' industry. The number of times training is very important and very little compared to the training requirements needed, so encouraging airlines to process training becomes an important training that meets the training standard requirements launched by the International Civil Aviation Organization (ICAO) which is translated through the country's flight regulations in the Civil Aviation Safety Regulation (CASR). As members of the International Air Transport Association (IATA) and is the official trade organization for the world's airlines (more than 85 participating nations). For air carriers, IATA provides a polled resource for scheduling, traffic, and routes, standardizing services and the creation of a worldwide public service for the air industry.

Even in national Act no.1 of 2009 concerning of Aviation, that a flight is part of a national transportation system that has the characteristics of being able to move quickly, using high technology, capital intensive, reliable management, and requires an assurance of optimal safety and security, needs to be developed effective and efficient potential and role, as well as helping to create a stable and dynamic national distribution pattern. For this reason, it is very possible for an airline to establish an Education and Training Center such as aviation training center with the aim of improving the quality of the airline's human resources while at the same time increasing profit income, for the economic development of the airlines, generally in order to improve the welfare of its employees and meet employment needs. Skilled flight companies are heading towards a just and prosperous society. In national Act No. 1/2009 concerning of Aviation Article 282: Non-formal education pathways as referred to in paragraph (1) are organized by non-formal education units in the field of aviation which have received ministerial approval: (1)

education and training in aviation human resources are arranged in the model set by the minister. (2) human resource education and training models as referred to in paragraph (1) at least contain: a. Types and about education and training; b. Requirements for participants in education and training; c. Curriculum syllabus and methods of education and training; d. Requirements for educators and training; e. Standard infrastructure and facilities for education and training; f. Requirements for implementing education and training; g. Education and training costing standards; and h. Control and supervision of education and training.

The flight training center is trying to meet these important training needs for the user community, especially in the field of industrial airlines, by managing training and other important services related to the world of airlines aiming to improve the quality of professional human resources and commit to service and the welfare of human resources in the field transportation. Mangkunegara (2006: 67) suggests that employee performance or employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties according to the responsibilities given to him. So that the training center in the operation of its products for trainees is always committed and directly related to the community users of transportation services, so human resources that have good performance are needed, especially in the areas of safety, security and service to make users comfortable. So that if the employee does not have good quality soft skills or hard skills it will affect the performance produced and will have an impact on the airline industry, to improve the quality of employee performance, many supporting variables are needed, including the quality of human resources, work professionalism and communication. Furthermore, Widodo in Kharis, (2010: 8) human resources can be said to be qualified when they have the ability to carry out the authority and responsibility given to them.

Every employee is recommended to be able to have a professional attitude in working so that they can optimize their skills, time, energy, knowledge and resources in accordance with the field they are involved in so that it will affect the performance performed by employees. Qualified employees and professionals must be committed to the company. This ability can only be achieved when they have sufficient education, training, and experience to carry out the tasks and responsibilities given. Siagian (2009: 163) argues that professionalism is reliability and expertise in the implementation of tasks

so that it is carried out with high quality, right time, carefully, and with easy-to-understand procedures. Organizational communication shows power from someone in identifying their involvement in a part of the organization (Mowday, 2007: 105). Organizational communication is built on the basis of worker trust in organizational values, the willingness of workers to help realize organizational goals and loyalty to remain a member of the organization. Therefore, the organizational communication will create a sense of belonging to workers towards the organization. In the opinion of Robbins (2002: 140) communication to the organization is a situation where an employee sided with the organization and its objectives and intends to maintain membership in the organization.

Employees promise themselves to be able to advance the company in order to achieve a common goal with the best performance in today's global competition conditions because communication is also an individual attachment to a company. By having a high communication to a company it will improve good performance in the company. The aviation training center has a communication to its parent company by providing good service and delivering maximum performance results to the company, being serious in their work, and maintaining themselves to continue working at the airline. Aviation training center is a company engaged in the business of providing human resources for air transportation, which is under the auspices of the Ministry of Transportation, is required to improve services in order to achieve customer satisfaction and create an image of itself as the best reputable Training Center in Indonesia. To realize this, good performance from all employees is needed, so that good cooperation is established between service users and the airlines.

Currently, the aviation training center uses a sophisticated simulator tool that even has a check clock to detect employee attendance so that employees have a sense of responsibility and timely attendance. This is done so that employees are disciplined so that the expectations of performance will also increase. One element to improve employee performance is the quality or quality of good resources on the employee and professionalism in carrying out the duties and rules that exist, as well as the employee's communication to the company to realize the company's goals. Chappy Hakim (2010) in Samuel, a professional is an expert who has special knowledge and skills in an important field which is human hard work, so that it can be interpreted that in order to become or

be called a professional in the aviation business the person must have knowledge and skills in the aviation business obtained through effort and hard work.

The National Business Aviation Association (NBAA) defines professionalism in aviation is the pursuit of excellence through discipline, ethical behavior, and continuous improvement. Professionalism is talking about the identity and actions of someone. Increasing professionalism can: 1. Have a direct and positive impact on aviation safety; 2. Improve the reputation of the aviation business in the eyes of the public, regulators, and customers; 3. Moving the focus of the airline industry from survival to being prominent and developing. Cahyani (2007), said that professionalism and organizational communication influence employee performance, a similar opinion was also expressed by Wulandari (2014) and Fadliyansya (2013). Furthermore, Sibagariang (2008) in his research revealed that the quality of human resources had no significant effect on performance. Then Kasannudin (2011), who said that the quality of human resources has a significant influence on performance. Research is expected that later the results of this study will become a guideline for companies to support and motivate employees to improve their quality, foster a spirit of professionalism and increase communication to the company to improve its performance.

So the purpose of the research to test the influence of the quality of human resources, work professionalism and communication to employee performance can be achieved. The decline in quality is indeed difficult to avoid, due to, among other things, the high rate of demand for growth in air transportation needs that cannot be well balanced by the provision of skilled personnel in their fields. To provide skilled and skilled personnel in the field of aviation, the Government needs to immediately encourage educational institutions both public and private to open study programs that specifically study the fields of aviation (airlines, airports & AirNav).

In addition, the level of service quality, security and safety (service, security & safety) of the National Airline will be better and can reach the standards set by the aviation industry, by creating good educational institutions in accordance with those set by the International Civil Aviation Organization (ICAO) and the International Air Transport Association (IATA).

B. METHOD RESEARCH DESIGN

The research design used in this study is explanatory research, namely research that aims to test a theory or hypothesis to strengthen or even reject the theory.

Types and Data Sources

The data used in this study are primary data obtained from interviews and questionnaires. Secondary data in this study were obtained indirectly through reading books related to the variables studied, data obtained from the internet, and existing journals including libraries.

Population and Samples

The population in the company is 79 permanent employees and 18 outsourcing (work agreements for a certain time). From these data, 75 respondents were taken as samples with a sampling method that was simple random sampling or simple random sampling techniques, to getting respondents is by lottery or raffling the names of the aviation training center participants which are then taken as many as the sample used is 75 names of employees. Data analysis method, the analytical tool used to solve existing problems is multiple linear regression.

C. RESULTS AND DISCUSSION

Analysis of Multiple Linear Regression, multiple linear regression analysis relates to the study of the dependence of a dependent variable on one or more independent variables in order to find out how much influence the independent variables have on the dependent variable. The results of multiple linear regression analysis between independent variables, namely the quality of human resources, work professionalism, and communication, and the dependent variable, namely performance are presented in the following Table 1:

Tabel 1. Hasil estimasi Regresi

Variabel	Coefficient	t-count	Sig	Inf.
Constant	0,062			
Quality of HR (X1)	0,374	3,633	0,001	Sig
Professionalism (X2)	0,268	2,650	0,006	Sig
Communication (X3)	0,308	3,130	0,003	Sig

Variabel	Coefficient	t-count	Sig	Inf.
R Square = 0,738				
Significance = 5%				

Source: primary data, 2015.

Based on the regression coefficient, the regression equations that can be formed are:

$$Y = 0,062 + 0,374X_1 + 0,268X_2 + 0,308X_3$$

The regression coefficient of the constant obtained a value of 0.062 with a positive sign, this number means that without the quality of human resources, work professionalism, and communication it will reduce the performance of the aviation training center.a. The regression coefficient of the quality of human resources has a significant influence on performance with a positive direction of 0.374. This means that, if the quality of human resources is getting better, it will be followed by an increase in the performance of the aviation training center.b. The regression coefficient of work professionalism has a significant effect on performance in a positive direction of 0.268. This means that, if work professionalism is getting better, it will be followed by an increase in the performance of the aviation training center.c. Communication regression coefficient has a significant effect on performance with a positive direction of 0.308. This means that, if the communication is getting better, it will be followed by an increase in the performance of the aviation training center.

T-test.

This test is conducted to determine whether the independent variables partially have a significant effect on the dependent variable. The t distribution table is sought at $\alpha = 5\%$ (2-sided test, $0.05: 2 = 0.025$), with degrees of freedom (df) $n-k-1$ or $75-3-1 = 71$. Based on the t-test, the results are obtained;

- The quality of human resources (X_1) has a value of $t_{count} > t_{table}$ that is $t_{3,633} > 1,994$ and significance of $0,001 < 0,05$, then H_0 is rejected and H_a is accepted, meaning that the variable quality of human resources has a significant effect on the performance of the aviation training center.
- Work professionalism (X_2) has $t_{count} > t_{table}$ which is $t_{value} 2.650 > 1.994$ and significance $0.006 < 0.05$, then H_0 is rejected and H_a is accepted, meaning that the

professional variables partially have a significant effect on the performance of the aviation training center;

c. Communication (X3) has $t_{count} > t_{table}$, that is t value of $3,150 > 1,994$ and significance $0,008 < 0,05$, then H_0 is rejected and H_a is accepted, partially communication variable significantly influences the performance of the aviation training center.

Uji F

The F test is intended to determine the effect of the quality of human resources, work professionalism, and communication to employee performance simultaneously. The F distribution table is sought at $\alpha = 5\%$, with degrees of freedom (df) df_1 or $4-1 = 3$, and df_2 $n-k-1$ or $75-3-1 = 71$. The test results show that $F_{count} > F_{table}$ ($66,687 > 2,73$) and significance ($0,000 < 0,05$), then H_0 is rejected and H_a is accepted, meaning that the quality of human resources, work professionalism, and communication simultaneously have a significant effect on the performance of the Aviation training center.

Discussion

The coefficient test results from multiple linear regression analysis show that the quality of human resources, work professionalism, and communication has a partial and simultaneous effect on the performance of the aviation training center. The coefficient test results from multiple linear regression analysis show that the quality of human resources, work professionalism, and communication significantly influence the performance of the aviation training center. in a positive direction. Based on the results of these tests, it can be concluded that the hypothesis which states, "there is an influence of the quality of human resources, work professionalism, and communication to the performance of the aviation training center." Is accepted. This indicates that if the quality of human resources, work professionalism, and communication have positive values, it will have an influence in improving the performance of the aviation training center.

The influence of the quality of human resources on the communication of employees is significant. Kalbers and Fogarty (2005), professionalism has a positive effect on performance, organizational communication, and job satisfaction. Agustia (2011), professionalism has a positive and significant effect on performance, job satisfaction, but does not affect organizational communication. While Cahyasumirat (2006), professionalism does not directly affect performance but has a positive effect on

performance through job satisfaction. Professionalism has a positive effect on job satisfaction. Organizational communication has no effect on job satisfaction and performance. Job satisfaction has a positive effect on performance directly or indirectly through job satisfaction. The same thing was also expressed by Siahaan (2010), Professionalism and organizational communication had a significant effect on performance and had a positive and significant effect on organizational communication and performance. Organizational communication has no effect on performance. From the results of the research conducted, it shows that the coefficient value of the variable quality of human resources is 0.374 or 37.4% in a positive direction. It can be explained that human resources can be said to be of quality when they have the ability to exercise the authority and responsibility given to them.

This ability can only be achieved when they have sufficient education, training, and experience to carry out the tasks and responsibilities given (Widodo in Kharis 2010: 8). This study supports the research of Kasanudin (2011) and Sitohang (2009), that the quality of human resources influences the performance of the aviation training center. While this study provides different results with Sibagariang (2008) study which states that the quality of human resources has no influence on the performance of human resources, because the placement of human resources in the Sibagariang research object is not in accordance with their educational background, thus causing the work they handle not according to what is expected and will ultimately affect the performance of the company. The quality of human resources can be seen by the presence of employees who work as well as possible to bring the organization better. Employees also have good attitudes and behavior towards the organization so that ethics in the company and service users are well maintained. The aviation training center has good relations with other human resources, the good relationship is required to be maintained by each of its employees both to colleagues and service users. Employees are also required to be more flexible in communicating, both formal and informal communication or directly or indirectly. With the existence of good relations supported by flexible communication, the work activities in the aviation training center environment can be well implemented, such as planning work related to the budget and operations in the service sector.

Communication between human resources can be built with mutual respect for opinions both during discussions, meetings or in informal activities. Communication is

important because communication with the quality of human resources will be more clearly visible and can be transferred to other human resources so that the quality of human resources will increase.

The effect of work professionalism on employee performance communications, the research conducted shows that the coefficient of work professionalism variable is 0.268 or 26.8% in a positive direction. Siagian (2009: 163) states that professionalism is reliability and expertise in the implementation of tasks so that it is carried out with high quality, right time, meticulously, and with procedures that are easily understood and followed by customers. The results of this study are in line with that expressed by Cahyani (2007) that there is a professional attitude, making oneself behave and behave well and improve the performance it produces so that work professionalism has an influence on the performance of human resources within the company. The Aviation training center must also have good skills such as soft skills or hard skills that are resilient, have integrity and are consistent in their work or profession. Employees strive to always complete tasks with maximum results so that good performance is achieved with quality standards set by the company. Employees also work with high levels of difficulty so they can minimize errors. The attitude of professionalism is also shown by not easily discouraging and always obeying the procedures established by the company and will give birth to a strong and ready National Airline in the face of competition globally and regionally, which is managed by people who are professionals in the aviation business and have gone through the process rigorous selection and quality professional education.

D. CONCLUSION

Based on the results of the analysis that has been done in this study, that the quality of human resources, work professionalism, and communication simultaneously have a positive and significant effect on employee performance, this can be concluded as follows: The quality of human resources has a positive and significant effect on the performance of the aviation training center. This proves that the quality of human resources is good, has good behavior, can communicate flexibly, and can be connected between employees with each other, it will give influence in improving employee performance. The work professionalism of human resources has a positive and significant effect on the performance of the aviation training center. This proves that the

existence of work professionalism principled on effective and efficient, integrity and consequential will give influence in improving employee performance. The results of this study are expected to be consistent and professionally consistent with a positive effect on job satisfaction. These results also significantly support professionalism on job satisfaction and communication of human resources to have a positive and significant effect on employee performance. Furthermore, with the communication of these employees in the work gives influence in improving employee performance.

This research study still has limitations and disadvantages, namely as follows: this study only uses 3 independent variables to measure the performance of human resources in the aviation training center, while there are still several other variables, such as motivation, work environment that can be used to measure employee performance in the aviation training center. This research still requires additional information related to other variables used to be able to measure the performance of the aviation training center. This research was only conducted at this aviation training center, so that the results of this study could not be applied in other companies.

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