

## Analysis of The Effect of Training on Houseman's Job Performance In Taman Anggrek Condominium

Anisa Putri Kusumaningrum<sup>1</sup> ; Gagih Pradini<sup>1</sup>; Fitri Agustiani<sup>1</sup>

Universitas Nasional, Jakarta<sup>1</sup>

Email: [anisa.putri.kusumaningrum@civitas.unas.ac.id](mailto:anisa.putri.kusumaningrum@civitas.unas.ac.id)

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### **Abstract.**

*At this time, some people in Jakarta can be classified as very busy and need conveniences in their lives. Likewise, residences with modern facilities, are located in strategic locations. To respond to this, PT Mulia Inti Pelangi built the Taman Anggrek Condominium which is equipped with complete facilities and comfort for its residents in a strategic location. For the facilities for residents to be well maintained, it requires good maintenance and arrangement. Therefore, Taman Anggrek Condominium requires a Housekeeping Department. In charge of maintaining, maintaining, and maintaining the cleanliness of existing facilities. This department has several sections, one of which is a houseman section whose job is to protect the public area of the entire Taman Anggrek Condominium. And to keep the houseman's work performance from decreasing training is needed. This research was made to determine the effect of training on the job performance of the houseman. The Research method used is the correlation coefficient, which is used to find the strength of the relationship between two variables and to further strengthen the hypothesis used.*

**Keywords:** How to be better out managing, Human Resource Development, Employment Training Management, Management Housekeeping Managing Operation, Training and Development

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## 1. Introduction

Today's society lives more modern with all the existing facilities. All of these are provided or created to help the lives and daily lives of the community itself. This is also felt in Indonesia because at that time the lifestyle in some circles of society was increasing and demanded

practicality in all aspects of their lives. The development of the era with a modern lifestyle, makes humans spend a lot of time outdoors. (Pradini Gagih, 2022)

So are their choices for where they live. They are more likely to want a place to live that is in the city center and strategically located. The tourism sector is categorized as developing can be seen from the number of tourist visits that will increase the income of the tourism sector. (Rosa 2023)

Because this community is included in the busy community and needs convenience in doing everything, therefore they do not want to have a place to live that is too big and needs extra care. For the solution to the housing problems above, they choose to live in condominiums better known as apartments.

All sectors, including the tourism sector, need infrastructure and facilities. Although there are differences in etymology between facilities and infrastructure, both have a very important relationship to support the success of a process. (Pradini, 2021)

The apartment or condominium itself offers different forms of residence. They provide luxurious-style residences, with the care that has been provided if residents want, and equipped with complete facilities in it. So that the residents feel comfort and convenience – ease in lifestyle and daily activities. Apartments or condominiums in addition to providing facilities that make it easy, also provide a sense of security for their residents. Based on the above idea, a company, namely PT. Mulia Intipelangi makes an apartment or condominium to meet the needs of such a lifestyle. Namely, the Taman Anggrek Condominium located in Slipi precisely in Tanjung Duren has a strategic location, this condominium has complete facilities and describes a modern and practical lifestyle. Facilities including a swimming pool, fitness center, vehicle parker, and mall on the lower floor of this building are also some of the facilities provided for its residents.

To always maintain the image of this condominium, in addition to having good service or service, this condominium must also focus on cleanliness and maintenance. If cleaning is about the cleanliness and maintenance of the building and its parts, it is inseparable from the housekeeping department.

The housekeeping department must maintain and maintain the cleanliness of the building area and parts of the building itself. Because residents in the Taman Anggrek condominium clean their units, the role of the housekeeping department is only limited to the cleanliness of the areas and the building itself cleans the unit or residence of the occupants. One area that gets a lot of special attention in terms of cleanliness and care. The name of this area is a public area.

Why a public area? Because the public area is one area that must be considered? This is more because this area is an area that is often passed by condominium residents or guests. In addition, this place is a first impression of a condominium. The public areas that have a first impression are the lobby area and front desk. However, other public areas such as corridors, elevators, and entrances must also be considered clean and intensive care as well. Employees or staff of the department in charge of caring for and cleaning the public area is called "houseman".

Houseman is in charge of cleaning the public area to the public restroom. A good houseman works according to existing standards and works effectively and efficiently in terms of time and energy. And to create efficiency in time, energy, and materials used and

want maximum work results. So training is needed when entering as a new employee or when you have been working for a long time.

This training is intended so that housemen can improve their work performance to the maximum to create individuals who are professional and have a good dedication to the company. Training is also intended so that houseman staff can use existing equipment. So that these cleaning tools can be used and can work optimally. Training is made so that housemen do not work outside the SOP (Standard Operation Procedure) that has been set by the company before.

### **1.1. Training**

Speaking of training, we must know about the training terms expressed by experts. According to the Corporate Resource Management Book by A.A. Anwar Prabu Mangkunegara, (2005;43), it was written that Dale Yoder used the term training for executive and supervisory employees. The term that Dale Yoder invented was "*rank and file training, supervisor training, and management development*".

The formulation of the definition of training is very broad and several authors will explain the formulation of the understanding of training contained in the book Training and Human Resource Development by Mukijat (1991; 2) mentions that William G. Scott. D.B.A formulates the definition of training as follows: "*Training in behavioral sciences is an activity of line and staff which he has its goal executive development to achieve greater individual job effectiveness, improved interpersonal relationships in the organization, and enhanced executive adjustment to the context of his total environment*". Another formulation of training was put forward by John H. Proctor and William M. Thornton as follows: "*Training is the intentional act of providing means of learning to take place*". (Exercise or training is the deliberate act of giving you the tools to learn and be able to be carried out).

The formulation by Edwin B. Flippo is as follows: "*Training is the act of increasing the knowledge and skill of an employee for doing a particular job*". (Training or training is an action to improve the knowledge and ability of an employee to carry out a particular job). Book Personnel Management for Supervisors by Claude Edward Thompson (1990;82) states that *Training is applied education for the purpose ability to exercise a given skill. It is a narrower term than "education"*. (In essence, training ability is used to train one's ability or skill).

The notion of training was also put forward by R. Wayne Mondy in his book, Training and Development which says that: *Training is designed to provide learners with the knowledge and skills needed for their present jobs. Showing a worker how to operate a lathe supervisor how to schedule daily production are examples of training.* From the formulation Above, it can be seen that this training is to develop and increase the skills and knowledge of employees so that their work can be completed properly. So is frequent training Made for housekeepers in this condo. Made as well as possible so that it can develop the skills of its housekeepers.

### **1.2. Training Objectives**

The purpose of training must be clear because the training is made so that the company can achieve the goals that have been set. According to the book Corporate Human Resource Management by A.A.A Anwar Prabu Mangkunegara (2005; 45) which says the objectives of the training are to increase the appreciation of the soul and ideology, Increase work productivity, Improve work quality, Improve the determination of human resource planning, Improve moral attitude and morale, Improve occupational health and safety, Avoid

obsolescence, Increase stimulation so that employees can excel maximally, Improve employee development.

Meanwhile, according to Alex S. Nitisumitro (1996; 54), there are several goals or objectives to be achieved by conducting training, including the following: Work is expected to be faster and better, The use of materials can be more saved, The use of equipment and machinery is expected to be more durable, The number of accidents is expected to be smaller, Responsibility is expected to be greater, Production costs are expected to be lower, The continuity of the company is expected to be more guaranteed. From all the information above, it will be concluded that training is made with the aim of efficiency and effectiveness as well as self-development of the employees themselves. The results of the training can be used by the company for savings in terms of labor, time, and cost. But to make good, effective training and achieve the intended goals is not easy.

### 1.3. Elements of training

**Trainees.** The determination of prospective trainees is closely related to the success of the training process, which in turn also determines the effectiveness of the work. Therefore, it is necessary to make a careful selection to obtain good participants, based on criteria including (1) Academics are the level of education and expertise; (2) Position, the person concerned has occupied a certain job; (3) Work experience, is the experience that has been gained on the job.; (4) Relevant motivation and interest in work; (5) Personal, concerning moral aspects and traits necessary for the work; and (6) Intellectual, level of thinking, and knowledge are known through selection.

**Trainer (instructor).** According to the book *Personal Management for Supervisors* by Claude, Edward Thompson (1990; 85) said that by far the greatest training in the industry is done by the experienced operator on the job. (So far good training that has been carried out in an industry must be trained by an experienced trainer). The statement was approved by Drs. Melayu Hasibuan in his book *Human Resource Management* states that trainers (trainers) play an important role in the progress of the abilities of employees to be developed.

The book *HR Development Management Employment Training* written by Oemar Hamalik (2000; 35) said trainers play an important role in the smooth and successful training program. That is why it is necessary to choose expert training, professionally qualified. According to Malay Hasibuan (2002; 74), the training that will carry out development (*development = training education*) is (1) **Internal Trainer**. An Internal Trainer is a trainer or a trainer assigned to the company to provide training or education to employees. Each section head is an internal trainer for his subordinate employees by providing instructions to complete the work, and how to use tools, machines, and others. The nature of an internal coaching team is temporary, that is, as long as training and education are carried out. Internal trainers only train employees within the company concerned (2) **External Trainers**. An external trainer or a team of trainers from outside the company is required to provide development and training to employees, whether the training is brought in or the employees are assigned to attend training institutions, and (3) **Internal and External Combined Training**. Internal and external joint trainers are a combined system of internal and external trainers who provide development or training to employees. This method is best because the theoretical and practical basis for doing work will be more solid. The development or training handled by this joint team will be better because the trainers will complement each other in

providing training to employees. An appropriate training method, for example, will be useless if the instructor cannot deliver the lessons or material well. Therefore, we must be careful in choosing an instructor or trainer so time, mind, and money to organize the training.

Therefore, we need the requirements of a good coach are as follows: (1) **Teaching Skills**. A trainer must have the skills to educate and train, teach, guide, instruct, and transfer his knowledge to trainees. He must be able to encourage, nurture, and develop so that participants can work independently and foster confidence in themselves; (2) **Communication Skills**. A trainer must have the ability to communicate effectively, both orally and in writing. So the voice is clear, the writing is good and the words are easy for trainees to understand; (3) **Personality Authority**. A trainer must have authority over trainees. He must behave well, traits and personalities be liked, abilities and abilities recognized; (4) **Social Skills**. A trainer must have skills in the social field to ensure the trust and loyalty of the trainees. He must be helpful, objective, and happy if his students progress to be able to respect others. (5) **Technical Competent**. A trainer must have technical skills, theoretical skills, and skills in making decisions; and (6) **Emotional Stability**. A coach must not be prejudiced against his students, must not be quick to anger, open, not fine, and give objective values.

#### 1.4. Duration of training

The length of the training period is based on considerations about (1) The amount and quality to be learned in the training is more and higher quality, and the ability to obtain results in longer training is needed; (2) The learning ability of the participants in participating in training activities. The group of participants who turned out to be less able to learn certainly needed a long practice time; and (3) Teaching media, which become tools for participants and training. Harmonious and sophisticated teaching media will help training activities and can reduce the length of training.

#### 1.5. Exercise Materials

Practice materials should be prepared in writing so that they are easy for participants to learn. Writing material in the form of a training material package book should pay attention to the factors of training objectives, the level of training participants, the expectations of the training organizing institution, and the duration of training. How to write it to be adjusted to the guidelines/instructions for writing applicable scientific papers. To complete the training material, several selected references that are relevant to the subject matter taught should be provided.

#### 1.6. Forms of Exercise Methods

The forms of training methods used to develop employee abilities have various types. According to the book Human Resource Management written by Melayu Hasibuan (2002; 77) said that the method of training or training must be based on job needs, depending on various factors, namely: time cost, number of participants, level of basic education participants, background of participants and others.

Training methods according to Andrew F. Sricula (2002; 77):

**On-the-Job Training**, The trainees immediately work on the spot to learn to imitate a job under the guidance of a supervisor. Methods/forms of exercise are distinguished in 2 ways: (1) The informal way is a thorough training of trainees to pay attention to others who are doing work. Then it was ordered to practice it, and (2) The formal way is that the supervisor

appoints a senior employee to do the job, and then the trainees do the work in the ways that senior employees do. *On-the-job training* can also be done using materials, images, guidelines, simple examples, demonstrations, and others. The virtue of *this on-the-job training* method is that participants learn directly from the reality of work and equipment. The disadvantage is that the implementation is often irregular (not systematic) and less effective if the supervisor is less experienced.

**Vestibule.** The vestibule is a method of training carried out in classes or workshops that are usually held in an industrial company to introduce work to new employees and train them to do the job. Through experimentation, a duplicate of the materials, tools, and conditions they encountered in actual work was made.

**Demonstration and Example.** Demonstration and example is a method of practice carried out by demonstrating and explaining how to do something through examples of experiments demonstrated. Demonstration is a very effective practice method because participants see for themselves the technique of doing it. In many ways, showing how one should do it is easier than telling or having them learn the steps.

**Simulation.** A simulation is a situation or event that is displayed as similar as possible to the actual situation but is only an imitation.

**Apprenticeship.** This method is a way to develop exchange skills so that employees can learn all aspects of their work.

**Classroom Method.** Meeting methods in class include lectures (teaching), conferences (meetings), programmed instruction, study methods, role-playing, discussion methods, and seminar methods.

**Preparation of training programs.** The preparation of a training program generally requires high activity from the program development team. Therefore, it is necessary to form a working group of various skills specifically tasked with developing training programs and working earnestly in carrying out responsibilities.

A training program is structured based on the assumption that training is a management function; Everyone needs practice and every leader must be able and willing as a coach. The implication is that every training program should be supported and assisted by all levels of management.

The stages of preparing the training program such as the following steps: (1) Determine the classification of work, then compile a descriptive work complete with detailed tasks; (2) Identify the abilities necessary to carry out the work, consisting of a specific set of skills and knowledge; (3) Preparation of training programs in a clear, detailed, and systematic manner; (4) Establish the method and place of conducting training and training materials; (5) Review the training program by involving supervisors and top management; (6) Preparing the trainers (instructors); (7) Prepare trainees through certain selection procedures; and (8) Develop training procedures (evaluation) and follow-up.

### 1.7. Training Curriculum Development

Curriculum planning is the planning of learning opportunities to nurture participants There is no desired change in behavior. A curriculum is a set of plans and arrangements regarding learning content and materials as well as methods used as guidelines for the implementation of teaching and learning activities and training

The training curriculum should meet the following requirements: (1) Objective, meaning based on clear and operational goals related to observable and measurable behavioral goals; (2) Realistic, meaning based on reality - the reality that exists in the organizational environment and society; (3) Compatibility, meaning that it has conformity with the needs of the participants, training personnel, organizational conditions, and situations that are changing rapidly and applicable values; (4) Coherence, meaning that all elements of the curriculum are harmoniously related; (5) Applicative, meaning that the curriculum can be applied in the field and implemented in training activities; (6) Generative, the curriculum is for everyone and acceptable to all parties involved in the training process; (7) Success, the curriculum can provide the expected results by the goals that have been formulated; (8) Innovation, The curriculum always follows and is in line with advances in science and technology; and (9) Constructive, the curriculum is oriented towards preparing a skilled workforce.

Curriculum planning refers to the following objectives: (1) Participants who have abilities in aspects of mental and Psychological, sure graduates who have mental abilities., personal, confident graduates who have a good attitude and personality, Social, confident graduates who are disciplined in carrying out the duties of others, and Professional, namely graduates who have professional abilities in certain types of work; (2) Trainers who have loyalty, dedication, and ability; (3) Training program, including the functions of planning, organizing, implementing, supervising, and assessing; and (4) The community, can participate more actively in the implementation of development based on high awareness and voluntariness to carry out tasks and mobilize the work motivation of its members.

A training curriculum based on a competency approach must meet the following characteristics: (1) Individualization, training based on the individual differences of the trainees; (2) Feedback, the learning experience of participants is directed by information about the action or deed that has been carried out; (3) Systematics Program, curriculum program; (4) Graduation requirements, training focuses on graduation requirements, not on input requirements; (5) Modularization, training is held in a modular learning activity package to make it easier for participants to master and implement training results in their professional roles; (6) The field atmosphere, actions, and assessments of graduates are carried out in real situations in the field; (7) Decision making, the trainees and graduates the opportunity to make decisions; (8) Training materials, training materials, and learning experiences are centered on knowledge, skills, and attitudes that will be compiled in the form of learning packages; (9) Improvement, education, and training programs need to be improved and efficiency continuously based on information and research; (10) Career coaching, education, and training are not only as preparation (pre-service training) but also as an effort to foster a professional work career; (11) Continuity, education, and training are carried out gradually, in rotation, and continuously, ranging from technical skills to professional skills.

According to Oemar Hamalik (2000; 55), the curriculum has been prepared and standardized then the training program carries out the steps of implementation. Activities that need to be carried out are: (1) Compile outlines of learning programs sourced from the curriculum. We recommend that the outlines of the learning program be combined with meeting unit packages to facilitate training in carrying out the teaching and learning process; (2) Compile a textbook as material to be presented to the participants. The textbook is arranged

based on the description of the subject matter and sub-subjects that have been presented, and (3) Implementing the curriculum must be supervised so that it is by what has been previously determined.

After the implementation of the curriculum, the training program can be implemented. After the implementation of the training program has been completed, there is an evaluation or assessment of the training program so that it can be known whether the training program as a whole has had an effective impact on participants or not.

### 1.8. Training Evaluation

Ernest J. McCormick suggests that "As Goldstein and Buxton Point Out, the evaluation of training centers around two interacting concerns. 1) the establishment of success ( criteria); and 2) the experiment design used in the evaluation.

The bottom line is, as Goldstein and Buxton argue, that training evaluations can be based on criteria (guidelines for measures of success), and experiment design. According to Dr. Anwar Prabu (2005; 59), four criteria can be used as guidelines for measuring training success, namely: (1) Opinion criteria. This criterion is based on how trainees think about the training program that has been carried out. This can be expressed using questionnaires regarding the implementation of training; (2) Learning criteria. Learning criteria can be obtained using knowledge tests, and skill tests that measure participants' skills, and abilities; (3) Behavioral Criteria. The criteria of the offender can be obtained using a job skills test. The extent to which there are changes in participants before training and after training; and (4) Result Criteria. Outcome criteria can be related to the results obtained such as reducing turnover, reducing absenteeism, increasing productivity, and increasing work quality and production.

Assessment or evaluation at this level aims to get the reaction of the trainees to the training program. The information can be obtained: (1) During training; (2) As soon as the practice ends; and (3) Sometime after the end of the training.

There are four kinds of assessment or evaluation techniques, namely: (1) **Reaction Assessment**. Reaction assessment aims to get trainees into a training program; (2) **Interviews with trainees**. Feedback from trainees regarding the benefits of training to be obtained. The purpose of the interview is to find out the reaction of the trainees to the content of the training program, Exercise methods used, and Application of the results of employment training; and (3) **Conference**. The reaction of the latiahn participants to the results of the study can also be known, the trainees are motivated to objectively respond to the course of training related to the following problems: (1) Training facilities; (2) The instructor's ability to give lectures; (3) The method used; (4) Materials provided; and (5) Services provided during training.

Training program assessment has the following objectives: (1) Knowing the effect of training programs on employee work efficiency and productivity; (2) Know the effectiveness and proficiency of the trainers; (3) Find out whether the service facilities are adequate; (4) Know whether the training program preparation plan is good enough; (5) Know the effectiveness of the selection of trainees; (6) Know the weaknesses of the training program; (7) Determine whether training activities need to continue; (8) Knowing whether the training results are by what has been determined; (9) Find out if training is an investment of manpower and money in developing employees; (10) Know the effect of exercise on the participants and their work; (11) Knowing the application of training results by participants in their respective agencies in their problems; (12) Know the opinions of leaders and subordinates of participants



regarding the results of the training; and (13) Know the relationship of training programs with needs.

After knowing all the elements of the training program, we also know that these elements are made. One of them aims to improve the performance of employees who take part in the training.

### 1.9. Work performance

According to the book Human Resource Management by Malayu Hasibuan (2002; 94) said that the understanding of work performance is a result of work achieved by a person in carrying out his duties.

The book also states that work performance is part of three factors, namely: (1) the Abilities and interests of a worker; (2) the ability and acceptance of task delegation explanations; and (3) The role and level of motivation of a worker. To find out the work performance of an employee or staff, an assessment of work performance itself is needed.

Employee achievement appraisal is useful for the company and must be useful for employees. The purpose and usefulness of employee achievement are as follows: (1) As a basis for decision-making used for promotion, demotion, and determination of the amount of remuneration; (2) To measure work performance, that is the extent to which ordinary employees are successful on the job; (3) As a basis for evaluating exercise programs and the effectiveness of work schedules, and work equipment; (4) As a basis for evaluating all activities within the company; (5) As an indicator to determine the need for training for employees in the organization; (6) As a tool to increase employee motivation the goal is to get good work performance; (7) As a tool to encourage or familiarize superiors to observe the behavior of subordinates; (8) As a tool to be able to see shortcomings in the past and improve the ability of subsequent employees; (9) As a criterion in determining the selection and determination of employees; (10) As a tool to identify personal weaknesses and thus bias as a consideration for bias to be included in additional job training programs; (11) As a tool to improve or develop employee skills; and (12) As a basis for correcting and developing job descriptions.

The scope of the assessment is covered in what, Why, where, when, who, and how or often abbreviated as 5 W + 1 H (this is the formula of Andrew F.S)

**What** is rated: This assesses employee behavior and work performance such as loyalty, honesty and loyalty, current work, future potential, nature, and work results.

**Why** rated? Rated because: (1) To increase the level of satisfaction of employees by giving recognition to their work; (2) To assist in the possible development of concerned personnel; (3) To nurture work potential; (4) To measure the work performance of employees; (5) To measure the ability and proficiency of employees; (6) To collect data to determine the next staffing program.

**Where** the assessment is carried out: (1) In formal employment; and (2) Outside of work.

**When** the assessment is carried out: The assessment time is carried out formally and informally. (1) Formal: periodic assessments; (2) Informal: continuous assessment

**Who** will be assessed: What will be assessed is all workers who do work in the company.

**How** to assess: What appraisal methods are used and what problems are faced by appraisers in appraisal?

The basis of assessment is the job description and each employee because in this job description are set the duties and responsibilities that will be carried out by each employee. A standard can be thought of as a set measure, something to work towards, a model to negotiate, or a tool to compare one thing with another.

The elements assessed are as follows: (1) **Loyalty**. The assessment measures an employee's loyalty to his job, his position, and his organization. Loyalty is reflected by the willingness of employees to maintain and defend the organization inside and outside of work; (2) **Honesty**. Assessment assesses honesty in carrying out his duties to fulfill agreements both for himself and for others such as his subordinates; (2) **Discipline**. The assessment assesses the discipline of employees in developing their creativity to complete their work; (3) **Collaborate**. The assessment assesses the willingness of employees to participate and cooperate with other employees vertically or horizontally inside and outside the work, and (4) **Personality**. The assessment assesses the employee by behavioral attitude, politeness, jovial, and likability, giving a pleasant impression.

#### 1.10. Housekeeping

In the book *Housekeeping Organization and Operation* Soeyoto said that the words housekeeping can be divided into "the keeping of the house". Which means in this case maintaining the cleanliness of a building or own house. The housekeeping department is divided into several parts including laundry, public area, gardener, and room. But this time it will focus more on the public area. Housekeeping employees who have the task of cleaning public areas are housekeepers.

The book *Management Housekeeping Operation* by Margaret M. Kappa, (1990; 229) states that the public area consists as follows: (1) **Entrance**. The entrance is the main entrance that is passed by many people. Therefore, it must be considered cleanliness and maintenance more intensively because the main road or entrance is one of the guests' first impressions of a hotel or condominium. Cleaning in this area is usually carried out at night because this area is always crowded in the morning and evening; (2) **Lobby**. The lobby must also be considered clean because this area is also one of the areas that are passed a lot. The cleaning schedule is usually evening and morning, around 10:30 p.m. to 7:00 a.m. This schedule is used because at this time the housekeepers can clean the lobby without interruption. In general, lobby cleaning work can be done once a day or once a week. For some lobby areas, a lobby attendant is seconded who controls the area; (3) **Front Desk**. Like the way the lobby area is cleaned, the front desk is cleaned according to a predetermined schedule. Usually, the front desk is cleaned at off-peak hours. The front desk must look clean and terawatt because the front desk area is one of the reception areas in a lobby; (4) **corridors**. Corridors or corridors are part of a hotel or condominium that is also often passed by guests or residents of condominiums because before they enter their rooms, they will pass through corridors. For cleaning the floor corridor in the vacuum at least once a day, or based on the number of guests who pass through the corridor. Carpet shampooing activities usually include special projects for housekeepers; (5) **Public Restrooms**. The procedure for cleaning a public restroom is not as complicated as cleaning other public areas. Cleaning includes mirrors in restrooms, toilets, urinals, floors, and so on.

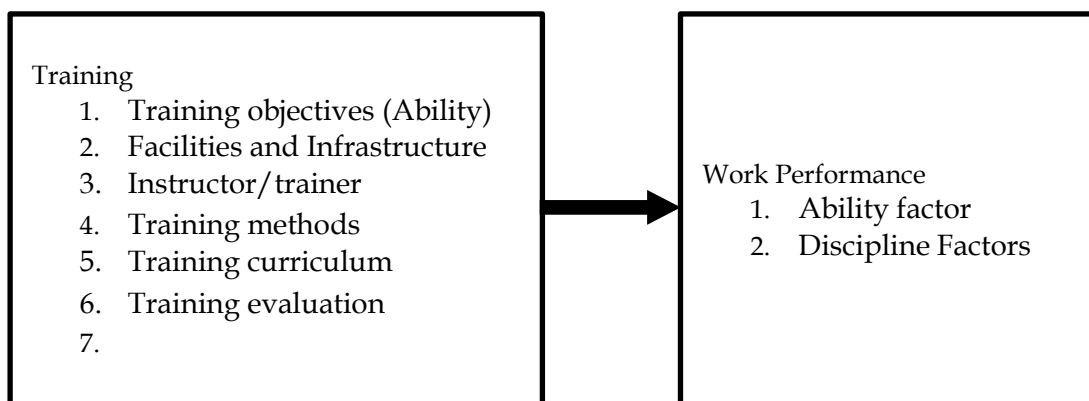
Cleaning Public restrooms is more often done, depending on the frequent bathrooms or restrooms used by many guests or visitors. Because it will look cleaner and more comfortable

if visitors use the restroom or bathroom. Most jobs involve other people and relate to others. So do departments Housekeeping, although the main task of this department is to maintain and maintain the cleanliness of every part of a hotel or condominium, this department also has a close relationship with existing guests. Besides Existing skills, they must also be able to serve guests well, by handling existing complaints submitted to this department.

Therefore the Housekeepers must have: (1) **Personal Appearance**. Or a good appearance, neat and clean. Because they sometimes have to deal with visitors when they clean or are in a public area; (2) **General Health**. Overall health from hair, teeth, skin, and other body parts. If overall it looks healthy then it will look; (3) **Uniform**. Uniforms must be by existing regulations. The use of uniforms has the aim of making them look more attractive and professional and uniforms can also be assumed as the identity of the department they represent. Therefore, wearing uniforms is very important when on duty. The uniform worn should be neat and clean; (4) **Attitudes and Behaviors**. As a professional, a housekeeper is also required to have a polite and good attitude and behavior towards visitors. Because the image of a hotel or condominium is reflected in the attitude and behavior of its staff.

For equipment used by housekeeping, housekeepers should be checked before being used by housekeepers whether they are damaged or not. Because equipment that does not work optimally will affect the efficiency of existing energy and time. To reduce the risk of accidents and damage to the use of equipment, housekeepers should be given a training program first before using the equipment or machinery for work. One other benefit of The training program is to improve the performance of the housekeepers themselves. So that the target of the department can be achieved properly and the staff can work more professionally and follow existing standards.

Figure 1. Mindset



## 2. Research Method

The research methods used are descriptive and correlational. To describe or describe/describe the phenomenon or the relationship between the phenomenon under study and systematically. The purpose of the study to be achieved is to look for the relationship and how close the relationship is between the two symptoms studied in this study, while the unit of analysis is individual, namely, the Houseman who works in the Taman Anggrek condominium.

The unit of analysis used consists of the houseman section work schedule report in the housekeeping department, the houseman work performance report which is evaluated once a year, and the houseman curriculum vitae report.

### 3. Results and discussion

Table 1. Questioner results

Gender	$\sum$ Respondents	Percentage %
Man	30	94
Woman	2	6
TOTAL	32	100

Source: Research Questionnaire

This proves that 87% are housemen and the remaining 13% are housemaids. With 32 respondents and a total of 100%

Table 2. Education Level

Education Level	$\sum$ Respondents	Percentage %
High School / Vocational School	30	94
DIII	2	6
S1/D 4	-	-
S2	-	-
TOTAL	32	100

Source: questionnaire results

This proves that 94% of housemen have high school and vocational education and the other 6% have D III education, 0% for S1 and S2. With 32 respondents and a total percentage of 100%

Table 3. Correspondent Age

Age	$\sum$ Respondents	Percentage %
< 25 years	15	47
25 - 35 years	17	53
36 - 45 years old	-	-
46 - 55 years old	-	-
TOTAL	32	100

Source: Questionnaire Results

This shows that housemen aged less than 25 years are 15 people with a percentage of 47% and those aged between 25 - 35 years are 17 people with a percentage of 53% with a total of 32 respondents

Table 4. Length of Work

Length of Work	$\sum$ Respondents	Percentage %
< 2 years	2	6
2 - 4 years	2	6
4 - 6 years	8	25
> 6 years	20	63
TOTAL	32	100

Source: Questionnaire Results

It can be concluded that as many as 20 people 63% have worked in this condominium for more than 6 years 8 people 25% for 4-6 years, and 2 people worked for 2-4 years and more than 2 other people worked less than 2 years. This is the result of a questionnaire with a total of 32 houseman respondents.

After looking at the respondent's data, then see whether the relationship between X and Y is very close. Therefore using the correlation coefficient formula.

$$r = \frac{n(\sum XY) - (\sum X)(\sum Y)}{\sqrt{\{n(\sum X^2) - (\sum X)^2\} \cdot \{n(\sum Y^2) - (\sum Y)^2\}}}$$

$$r = \frac{32(49181) - (1268)(1237)}{\sqrt{\{32(50456) - (1268)^2\} \cdot \{32(48075) - (1237)^2\}}}$$

$$r = 0.707$$

From the results of the correlation calculation, 0.707 indicates a close or strong relationship between the training program and job performance. This means that the training programs created by condominiums affect job performance. To measure contribution rate variable X against variable Y, then made by:

$$Kp = (r)^2 \times 100\%$$

$$= (0.707)^2 \times 100\%$$

$$= 49.98\%$$

This means that the training program is affected by job performance by 9.98%. Furthermore, to better explain its influence, the SPSS Version 13 program was used

		Correlation	
		TTL. X	TTL. Y
TTL. X	Pearson Correlation	1	,707 ( ** )
	Sig. ( 2 - tailed )	.	,000
	N	32	32
TTL. Y	Pearson Correlation	,707	1
	Sig. ( 2 - tailed )	,000	.
	N	32	32

\*\* Correlation is significant at the 0,01 level ( 2 - tailed )

Furthermore, to determine the significance of the relationship between X and Y variables, it is necessary to calculate the value of the t-test. With the real level (  $\alpha$  ) = 1% and the degree of freedom ( dit ) ( n - 2 ) = 30 to be tested by the right side, the value of the t table is 2.4573, while t is calculated at 7.1481.

Since  $t_h = 7.1481 > t_{0.01(30)} = 2.4573$  means  $h_0$  is rejected. With 99% confidence, it can be stated that the training program significantly has a positive influence in influencing job performance, and the dependent variable, namely houseman job performance has a positive or close/strong relationship.

#### 4. Conclusion

The relationship between training and houseman job performance, the relationship is 0.707 which means a close or strong relationship. It is with 99% confidence that it can be stated that training has a significant positive influence on houseman performance. The contribution

of training to houseman job performance is 49.98 or almost 50%. This shows that training plays an active role in work performance.

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