Optimization of Job Training in Improving Yantek Performance at PT XYZ With ADDIE Model Design

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Abstract: Job training is the key to improving the performance of Technical Service Officers (Yantek) at PT XYZ.. This study aims to evaluate the effectiveness of ongoing job training and identify areas that need improvement. Through an in-depth analysis of the training curriculum, teaching methods, and Yantek performance after training, this study proposes recommendations for optimizing the training program. The results of the study are expected to improve the quality of service to customers and support the achievement of company performance targets.

Keywords: ADDIE Model, Employee Training, Performance Improvement

1. INTRODUCTION

The primary objective of this research is to enhance the performance of Technical Service Personnel (Yantek) at PT XYZ through a structured training program. In an era where the demand for efficient and reliable electricity distribution is increasing, it is crucial for organizations to invest in the development of their human resources. This study aims to identify the effectiveness of a training program designed using the ADDIE model, which stands for Analyze, Design, Develop, Implement, and Evaluate. By employing this systematic approach, the research seeks to ensure that the training provided is relevant, effective, and aligned with the operational needs of the company.

The motivation behind conducting this research stems from the recognition of the significant role that well-trained personnel play in achieving organizational goals. As the energy sector faces various challenges, including technological advancements and changing customer expectations, it becomes imperative for companies like PT XYZ to equip their employees with the necessary skills and knowledge. This study not only addresses the immediate training needs of Yantek but also contributes to the broader understanding of how structured training programs can lead to improved service quality and operational efficiency.

To achieve these objectives, the research employs a mixed-methods approach, combining qualitative and quantitative data collection techniques. The training program was implemented over a four-month period, during which participants engaged in both theoretical and practical learning experiences. Evaluations were conducted to measure the impact of the training on participants' knowledge and skills, as well as its effect on overall service delivery.

2. LITERATURE REVIEW

Employee training and development is a planned and continuous effort by the organization's management to improve the level of employee competence and the level of organizational performance through various training, education and development programs (Maulana, 2022). Human Resources (HR) is an important aspect in improving employee performance in an organization, which needs to be explored and developed in order to obtain superior employees in their work (Nerys et al., 2021). Training is one of the important components in the development of human resources (HR) in an institution. The implementation of training programs is expected to improve the knowledge, skills, and positive attitudes of HR which are important assets in the institution (Pribadi, 2014).

An organization or company must always pay attention to productivity, education and training, because training is all activities created to improve the performance of its employees, training is an activity that can obtain, improve and also develop the potential for employee productivity which can produce employees who are more disciplined, have certain skills and expertise (Yusuf & Hendra, 2023). Training is a strategic investment that can yield long-term benefits by improving employee skills, motivation, and confidence, thereby enhancing overall organizational performance (Alhidayatullah et al., 2023).

Excellent customer service is a solid foundation for business continuity in the modern era. With increasingly fierce competition, companies can no longer ignore the importance of meeting and even exceeding customer expectations. Poor service quality can be fatal to business continuity, while superior service can be the main differentiator between successful and unsuccessful companies (Risky et al., 2023). Factors that influence service quality are: leadership, team spirit, technology, and employee job satisfaction (Abdilah et al., 2024). The globalization of information and technology has raised public expectations for efficient and transparent government services (Akhyar, 2023). Technical Service Officer (Yantek) is one of PT XYZ's tools to improve the quality of customer service. Yantek officers are tasked with handling disruptions reported by customers and maintaining the quality and reliability of electricity distribution until it is received by customers (Pandega Nurtyandi et al., 2023).

Learning organization is characterized by its capacity to continually acquire and apply new knowledge. The core focus is on fostering an environment where individuals and the organization as a whole can learn and grow. Five key activities contribute to the realization of a learning organization: systematic experimentation with innovative problem-solving approaches, learning from past experiences and historical data, knowledge transfer from external best practices, and efficient dissemination of knowledge throughout the organization (Harnisah et al., 2023).

The ADDIE model is a model that is a guideline for developing effective, dynamic learning and supporting the learning itself (Safitri & Aziz, 2022). The ADDIE model was developed to design learning systems (Silitonga et al., 2022). The ADDIE model is a Learning Organizing model for effective learning distribution. The ADDIE model, which was initiated by Raiser and Mollenda in 1990, is an acronym for Analyze, Design, Development, Implementation and Evaluation. (Hidayat & Nizar, 2021). ADDIE is a systematic approach to instructional design that aims to develop effective training programs that enhance learner performance (Hendi Sama & Eric, 2024).

3. METHODS

The research integrating quantitative methods. This design was chosen to provide a comprehensive understanding of the training program's impact on the performance of Technical Service Personnel (Yantek). The combination of numerical data and descriptive feedback allows for a more nuanced analysis of the training outcomes. The training program was developed using The ADDIE Research and Development Model as the name suggests is a model that involves stages of model development with five steps/development phases including: Analysis, Design, Development or Production, Implementation or Delivery and Evaluations (Rusmayana, 2021).

In this study, data was taken through interviews with informants. namely the Team Leader of PT XYZ Maintenance. The implementation of the Technical Service Officer (Yantek) training at PT XYZ was divided into 5 work training implementation processes, the 5 implementation processes are explained as follows:

- First: Determination of training participants

  In the performance improvement training program, the target participants are all Technical Service officers (Yantek).

- Second: Determination of work training materials

The material provided is a combination of theory and practice. Where in theory the material is given in the form of short material and direct practice.

- Third: Determination of work training methods

  The PT XYZ work training method uses an online test exam system, material delivery and practice (on the job training), which is divided into 2 semesters, namely semester 1 online material test method 50% and practical technique test 50% and semester 2 online material test method 40% and practical technique test 60%.

- Fourth: Determination of job training instructors

  The job training instructors at PT XYZ use internal instructors from the company. The instructors are structural network members PT XYZ and Section.

- Fifth: Implementation of job training

  The process of implementing job training in the performance improvement program, job improvement training starts at 08.00-16.00, divided into several teams that take an average of 30-60 minutes.

4. RESULTS

After all stages of job training implementation are comprehensively described, further analysis is carried out using the ADDIE model (Analysis, Design, Development, Implementation, Evaluation). This model, which is a structured learning framework initiated by Raiser and Mollenda, is the basis for designing and implementing training programs. Job training organized by PT XYZ is formal training that adopts a dual approach, namely theoretical delivery of materials and direct practical training (on the job training).

Table 1 Design of Work Improvement Training Program with ADDIE

Program Name	Analyze	Design	Development	Implementation	Evaluation
Designing Training Improvement Programs	Identify Needs: • Conducting an analysis of specific training needs for each Yantek officer. • Identify gaps between current performance and expected performance.	Training Objectives: • Formulate clear, specific, measurable, relevant, and time-bound training objectives.	Material Manufacturing: • Develop a complete training module, including teaching materials, case examples, and exercises.	Training Implementation: • Carry out training in accordance with the plan that has been prepared. • Ensure active involvement of participants in	Taking Action: • Make improvements to the training program based on the results of the evaluation.

• Mapping competencies • that needs to be improved.	• Using a variety of learning media, such as presentations, videos, and simulations.	the learning process. 1. Provide support and motivation to participants.

5. CONCLUSION

The proposed ADDIE model design offers a systematic and comprehensive approach to enhancing the effectiveness of training programs. By following the sequential steps of analysis, design, development, implementation, and evaluation, this model ensures that training initiatives are tailored to specific needs, well-structured, and deliver measurable results. The model emphasizes the importance of conducting a thorough needs assessment to identify specific training gaps and align training objectives with organizational goals. The design phase focuses on creating a well-structured training program with clear objectives, relevant content, and appropriate learning activities. The development phase involves the creation of training materials and resources, while the implementation phase ensures that the training is delivered effectively. Finally, the evaluation phase provides valuable feedback to inform future improvements and measure the overall impact of the training program.

This study utilized the ADDIE model to develop a tailored training program aimed at improving the performance of Yantek technicians at PT XYZ. By systematically analyzing the technicians' needs, designing relevant training materials, and implementing the program effectively, the study aimed to enhance the technicians' competencies and contribute to the overall improvement of service quality. The findings of this study underscore the importance of a structured approach to training design and provide valuable insights for organizations seeking to optimize their training initiatives.

6. SUGGESTIONS

When preparing a research journal article, it is essential to maintain a clear and professional tone throughout the manuscript. Begin with a concise and informative title that accurately reflects the study's focus, followed by a well-structured abstract summarizing the objectives, methods, results, and conclusions. In the introduction, provide a comprehensive background that contextualizes your research question and highlights its significance. Clearly outline your methodology, ensuring it is detailed

enough for replication, and present your results objectively, using tables and figures to enhance clarity. In the discussion, interpret your findings in relation to existing literature, acknowledging limitations and suggesting areas for future research.

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