

GENERAL BANKING LEVEL 1 TRAINING REVIEW ON THE COMPETENCIES OF INDEPENDENT CAMPUS INTERNSHIP STUDENTS PT BANK MANDIRI (PERSERO) TBK

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ABSTRACT

Training is a process used to acquire skills, abilities and knowledge in structured ways to increase employee competency, so that training and competency are mutually sustainable. This research was conducted to review the General Banking Level 1 Training on Internship Student Competencies at the Merdeka Campus of PT Bank Mandiri (Persero) Tbk., the sample used was 58 internship students, and in collecting data the researcher used qualitative research with descriptive methods. Research is carried out by describing experiences or studies in the field more specifically (field research), data collection techniques used are questionnaires, interviews and document collection. Then, in preparing the research, the data that has been obtained is collected and implemented with a coherent and detailed explanation to find out the problem and find an explanation for the problem. PT Bank Mandiri (Persero) Tbk. is one of the state-owned banks that provides a forum with the Ministry of Education, Culture, Research & Technology for students to be able to study outside their original study program through the Independent Campus Program. The implementation of the Debriefing Training has been carried out well, judging from the results of the competency certification test, but there are still some training participants who did not pass the competency test, so it is necessary to find out again what needs to be improved.

Keywords: *Independent Campus, Internship, Training, Provision, General Banking.*

1. INTRODUCTION

Human Resources in an organization can be defined as people who carry out tasks and provide dedication in the form of their time and energy or can be referred to as workers/employees/employees/laborers. According to Sutrisno (2012), Human Resources is defined as a source of strength that comes from humans that can be utilized by the organization. Human Resources are the main key for an organization to achieve its goals, for this reason the ability of an organization can also be determined by the quality and competence of the people within it. In this modern era, human resource capabilities are very influential in keeping up with the very rapid development of technology, for this reason the role of Human Resource Management in an organization greatly influences the effectiveness and efficiency of relationships and the role of human resources in carrying out their duties. An organization that continues to develop has good quality human resources and a human resource management structure that is continuously updated. Good and updated human resources can be obtained through employee recruitment and training to provide training and development to employees. Training and development based on research from Kambey (2013) influences employee performance by more than 50% (fifty percent), this is of course a concern for organizations, especially in the human resource management section, good quality and competency of employees as a result of training and development. In the future it will also provide good output for the company.

Training is one of the main processes for improving company performance. Training refers to formal and planned efforts to help workers/employees gain knowledge, skills and also the ability to improve their performance in their current work. In general, training is carried out in a short time and focuses on gaining certain skills to complete a job. This is in accordance with the

understanding of Riniwati (2016), that "Training is an activity to improve quality, expertise, abilities and skills carried out after and while occupying a certain position/job". Then training according to Edwin (2018) is "an effort to increase the knowledge and skills of an employee to implement certain work activities", and also Mondy (2018), who believes that "Training has the aim of improving short-term performance in a particular job or position by means of increase the competence of its employees". With these understandings, it can be concluded that training is a process used to acquire skills, abilities and knowledge in structured ways to increase employee competence, so that training and competence are mutually sustainable.

Competence is an individual's ability to carry out a job well and correctly and has advantages based on matters relating to knowledge, skills and attitudes (Edison and Komariyah, 2016, p. 142). Then, according to Wibowo (2016), competency is the ability to carry out a job that is based on skills and knowledge and supported by the work attitude required by the job. So, based on the two thoughts put forward by these experts, it can be concluded that competence is the ability of an individual to carry out a task or job well and correctly, based on the knowledge, skills and attitudes required by a task/work.

Training is used by companies to increase employee competency so that human resources within them can carry out their work well, effectively and efficiently to support other available resources thereby increasing organizational productivity. Implementing appropriate training will make employees understand more about the work they are responsible for based on increasing knowledge, skills and attitudes so that the work process becomes easier and more structured in achieving the ideals or targets desired by the company.

PT Bank Mandiri (Persero) Tbk is a bank resulting from a merger in 1999 of 4 large banks in Indonesia and is also one of the banks incorporated into State-Owned Enterprises (BUMN), since 2021 Bank Mandiri and the Ministry of Education, Culture, Research & Technology work together to participate in the Independent Campus program. This is a policy from the government for students to be able to study outside their original study program for approximately two semesters outside the campus and one semester outside the study program on one campus, freely or independently. Where students can choose a variety of the best programs that suit their talents and interests and can hone their skills so that in the future students can be better prepared to face challenges in the world of work. In 2022, Bank Mandiri will again open independent campus internship opportunities for students, by opening seven programs, one of which is the General Banking program with a quota of 60 students. This program's internship placements are at the head office and also branches throughout Indonesia according to the nearest domicile. selected candidate.

Selected candidates then take part in internship activities using the On The Job Training (OJT) training method and also e-learning by providing distance training. According to Mrs. Tuti Sulistiorini as Team Leader and also Trainer at Mandiri University Group, Bank Mandiri, the aim of this distance training is so that participants not only learn through the practical side but also sharpen the theory by implementing the theory directly during the internship, in addition to training with This distance method can also help measure the competency of participants who will be tested at the end of the internship session with competency certification from BNSP (National Board for Professional Certification). However, in practice there may be students who play a passive role in General Banking Level 1 Training activities which can affect the competency of independent campus intern students, this is possible due to the lack of awareness of the training participants regarding the importance of the distance training provided. With this description, the author wants to review the extent to which the implementation of level 1 general banking training can be seen from the competency of independent campus internship students at Bank Mandiri, so the author took the title "Overview of Level 1 General Banking Training on the Competency of Independent Campus Internship Students at PT Bank Mandiri (Persero) Tbk".

2. IMPLEMENTATION METHOD

The research was carried out by field research (field study) using data collection methods by means of interviews and questionnaires which were distributed to independent campus intern students who took part in General Banking Level 1 Training. After the data was collected it was then described in a qualitative descriptive manner. This research was carried out at PT Bank Mandiri (Persero) Tbk, located at Menara Mandiri 1, Jl. Gen. Sudirman, Kav. 54-55, South Jakarta. The samples used included research subjects from related parties, namely "Tuti Sulistiorini" (Team Leader, Mandiri University Group), and 58 Level 1 General Banking Training Participants. Meanwhile, the object of this research is General Banking Level 1 Internship Training for Independent Campus Students of PT Bank Mandiri (Persero) Tbk which was held on 14-16 July 2022, in the form of the results of questionnaires, interviews and also documents.

The researcher used a data collection method which was carried out by distributing questionnaires to 58 training participants and obtaining 26 samples of questionnaire answers, conducting direct question and answer interviews with sources from parties related to the research problem, recording important things conveyed by the sources and recording the interview process. The documentation carried out is a collection of documents that are related to research.

3. RESULTS AND DISCUSSION

Implementation of General Banking Level 1 Internship Training for Independent Campus Students at PT Bank Mandiri (Persero) Tbk was carried out after the On The Job Training (OJT) series was completed, namely from 14 to 16 July 2022. In its implementation, PT Bank Mandiri (Persero) Tbk collaborated with PT Sumberdaya Andalan Mandiri (mPro) is a company affiliated with Bank Mandiri which was founded in July 2016, where the top level officials/workers who hold positions in the company are officials who have a certain level/echelon level at PT Bank Mandiri (Persero) Tbk and assigned to run the company's operations and business which cannot be separated from the activities carried out by PT Bank Mandiri (Persero) Tbk., mPro has a training business sector which is supported by dozens of facilitators who are retired officials from PT Bank Mandiri (Persero) Tbk. with the respective positions held before retirement including Senior Vice President, Vice President, Executive Business Officer, Senior Relationship Manager, and others for more or less 10 (ten) years so that they have high competence in becoming a trainer/facilitator to know and convey knowledge related to banking. mPro has also collaborated with LSPP (Banking Professional Certification Institute) which organizes a testing process to measure the competency of training participants, in this case Independent Campus Internship Students, and issues competency certificates for BNSP (National Professional Certification Agency), which is an independent body formed by the government and responsible to president to implement the provisions written in Law no. 13 of 2003 Article 18 concerning Employment. For this reason, the Mandiri University Group Learning Center has appointed mPro to carry out this series of training activities. The debriefing training was carried out for 2 (two) days on 14-15 July 2022, and continued with the implementation of the competency test on 16 July 2022. The training and competency test was carried out online using the e-learning system on the Zoom Meeting Application taking into account the distance which is far away from the training participants who are located throughout Indonesia and due to the ongoing Covid-19 Pandemic. During the implementation of the debriefing training, Bank Mandiri provides Work From Home opportunities for participants, so that they can take part in the training from their respective homes with focus without needing to attend the branch/head office, this avoids the risk that the implementation of the debriefing training will be disrupted by work which could at any time given. The number of participants in the debriefing training and competency test should be 58 (fifty eight) participants in accordance with the number of On The Job Training (OJT) participants, which are divided into 2 (two) classes, namely Class A and Class B with a series of implementation schedules as follows:

General Banking Certification Level 1 Provision Schedule for Independent Campus Students
Year 2022

Class A		Class B	
Time (WIB)	Day 1 (Thursday, July 14 2022)	Time (WIB)	Day 1 (Thursday, July 14 2022)
08.00 - 08.45	Combined Class: Opening	08.00 - 08.45	Combined Class: Opening
08.45 - 11.30	Introduction to Banking Institutions, Fund Products and Services, Bancassurance & Investment Banking (Ridwan)	08.45 - 11.30	Service, Sales & Marketing, IT Policy, Communication (Tuti Sulistiorini)
11.30 - 12.00	Joint Class: LSPP Socialization regarding the implementation of General Banking Level 1 eCertification (Fitri - LSPP)	11.30 - 12.00	Joint Class: LSPP Socialization regarding the implementation of General Banking Level 1 eCertification (Fitri - LSPP)
12.00 - 13.00	Lunch Break	12.00 - 13.00	Lunch Break
13.00 - 16.30	Wealth Management, Basics of Bank Credit (Ridwan)	13.00 - 16.30	Risk Management, Treasury Finance & Accounting, Control & Legal (Ading Suryadi)
Time (WIB)	Day 2 (Friday, July 15 2022)	Time (WIB)	Day 2 (Friday, July 15 2022)
08.30 - 11.30	Service, Sales & Marketing, IT Policy, Communication (Tuti Sulistiorini)	08.30 - 11.30	Introduction to Banking Institutions, Fund Products and Services, Bancassurance & Investment Banking (Ridwan)
11.30 - 13.30	Lunch Break	11.30 - 13.30	Lunch Break
13.30 - 16.30	Risk Management, Treasury Finance & Accounting, Control & Legal (Ading Suryadi)	13.30 - 16.30	Wealth Management, Basics of Bank Credit (Ridwan)

The debriefing training was opened by Mr. Syamsoni as Dean of the Retail Banking Academy from Mandiri University Group. During the 2 (two) days of debriefing training, 55 participants attended the training until the end of the session, 1 (one) participant did not attend due to preparations for the final trial while 2 (two) other participants were absent without explanation. In general, participants' attendance was very good in participating in each training process as seen from the punctuality of their attendance in the classroom where attendance was carried out systemically (using use google form) and manually by monitoring participant attendance in real-time by the Training Operations Admin in the Zoom classroom application.

In the questionnaire that was distributed, the researcher provided statements to find out the participants' opinions about the learning material delivered by the trainers, including suitability of the material to job needs, ease of understanding the material, whether the training material provided could be a tool in the job, suitability of time allocation for material, and whether the learning

objectives were answered in the material presented. The following scores can be collected from the questionnaire results:

Training material	CLASS A	CLASS B	TOTAL AVERAGE
The material suits my work needs	5.69	5.82	5.75
Material is easy to understand	5.69	5.73	5.71
The training material provided can be a tool to help me in my work	5.69	5.73	5.71
The time allocation for this material is appropriate.	5.69	5.73	5.71
Learning objectives are answered in the material presented	5.63	5.73	5.68
MATERIAL AVERAGE	5.68	5.75	5.71

Then the results of the questionnaire are converted into 6 assessment scales using a Linkert scale of 1 to 6, as follows:

Score	Information
0.00 – 0.09	Very Not Good
1.00 – 1.99	Not good
2.00 – 2.99	Somewhat Not Good
3.00 – 3.99	Good
4.00 – 4.99	Good
5.00 – 6.00	Very good

After the results of the questionnaire were converted, information was obtained that the General Banking Training Material that had been delivered was Very Good with a total average rating score of 5.71 (Scale 6.00). This can show that according to the participants, the debriefing training is in accordance with the implementation of the work they are undertaking during the implementation of OJT, and will be a tool to help them work in the future, the training time allocation is also appropriate, not too long and long-winded so that it does not disturb their time. Outside of implementation, then the debriefing training is also able to answer the learning objectives, namely not only to increase work-related knowledge, especially for intern students who come from outside the banking study program, but also to assist participants in completing competency certification exams. From the results of the competency certification test conducted by LSPP, of the 58 certification test participants, 52 participants passed with the title "Competent" and 6 participants did not pass with the title "Not Competent", after reviewing these 6 participants were participants who were not actively present. in the implementation of general banking debriefing training, where 3 participants only attended a few sessions, 1 participant had permission not to attend and take part in the debriefing training at the time of implementation due to attending the final trial, and 2 other participants did not attend and took part in the debriefing training without any information. This shows that the implementation of General Banking Level 1 Training for Internship Students at PT Bank Mandiri (Persero) Tbk's Merdeka Campus has an important role in improving competence in terms of the results of the competency certification test which was completed by all participants.

4. CONCLUSION

1. PT Bank Mandiri (Persero) Tbk. is a government-owned bank (BUMN) which was formed from the merger process of 4 large banks in Indonesia in 1999.
2. Independent Campus is a policy of the Indonesian Government, namely Ministry of Education provide Culture, Research & Technology for students so they can study outside their original study program.
3. General Banking is one of the Independent Campus programs held by Bank Mandiri and the Ministry of Education, Culture, Research & Technology since 2021.
4. In its implementation PT Bank Mandiri (Persero) Tbk. in collaboration with PT Sumberdaya Andalan Mandiri (mPro) as an affiliated company to carry out General Banking Training for Independent Campus Students.
5. mPro is a forum for Bank Mandiri retirees, with one of its businesses being the implementation of training in collaboration with LSPP (Banking Professional Certification Institute) which has the right to issue BNSP (National Professional Certification Agency) competency certificates.
6. The General Banking Level 1 Training for Internship Students at the Merdeka Campus of PT Bank Mandiri (Persero) Tbk was attended by 58 (fifty eight) participants, however during its implementation there were several participants who were not present.
7. A total of 6 (six) out of 58 (fifty eight) participants did not pass the competency certification test. All of the participants who did not pass the test were participants who were inactive or did not even take part in the entire debriefing training.
8. In the future, the Implementation of General Banking Level 1 Provisioning Training for Internship Students at the Merdeka Campus of PT Bank Mandiri (Persero) Tbk. It is necessary to re-ascertain the reasons for the inactivity and absence of participants in the implementation of the debriefing training, so that Bank Mandiri can see what needs to be improved, for example participants are not actively taking part in the debriefing because in certain areas they are not given the opportunity to take part in the debriefing training because the OJT is still ongoing, or if there is Some participants were not informed about the schedule for the provision of training.

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