



TECHNIUM
SOCIAL SCIENCES JOURNAL

Vol. 25, 2021

**A new decade
for social changes**

www.techniumscience.com

ISSN 2668-7798



9 772668 779000

The role of unions in solving industrial relations problems at Pt. Pos Indonesia (Persero) Bandung Head Office

Rr. Rachmawati

Institute of Economic Science Ekuitas
watieroro@gmail.com

Rafical N.A Lamury

Institute of Economic Science Ekuitas
lamury19@gmail.com

Yunia Mulyani Azis*

Institute of Economic Science Ekuitas
yuniams@yahoo.com

Abstract. In this study the researcher wanted to know how important the roles carried out by trade unions for employees, as well as the problems related to industrial relations, where the problems of industrial relations became a hot issue discussed in the corporate environment. In this research, the role of trade unions and problems in industrial relations were examined. The object of this research is employees at PT. Pos Indonesia (Persero), the center of Bandung, has 80 people using census techniques. This study uses a questionnaire as a data collection tool. The test used to test the research instrument in the form of validity and reliability testing. Data analysis using simple linear regression analysis, correlation coefficient. The results show that the role of trade unions in solving industrial relations problems is in the sufficient category. The results of the calculation of the correlation, the variable union (X) against the variable industrial relations (Y) of 0.773 means that both variables have a positive and significant relationship. The coefficient of determination is 59.7% while the remaining 40.3% is influenced by other variables not examined in this study. Thus, the role carried out by trade unions is very important, but in carrying out its functions, trade unions have not been optimal in their duties to defend employee rights.

Keywords. Trade Union, Employee Industrial Relations

1. Introduction

Industrial relations are an important factor in achieving company goals. Industrial relations itself involves several parties within the company's scope of work, where the workforce is one of the parties involved. The workforce plays an important role in achieving the company's goals, therefore workers are entitled to receive rewards for the performance provided.

However, over time it does not escape from labor problems, where workers often protest against the employer's place in providing unfair welfare and deviations made by employers against workers who are not in accordance with the legal provisions in force in this country. In

terms of welfare, of course, there are problems faced by companies, one of which is PT. Pos Indonesia where its members still do not feel welfare, besides that some policies from management sometimes harm other parties, such as termination of employment due to disharmony between employees and managers so that the decisions taken are unilateral layoffs, from some of the problems that occur, all of them are violations of the collective labor agreement, whether carried out by the employee or from the manager himself, not only that in the work agreement that has been agreed upon How many problems can occur that deviate from the agreed terms.

Therefore, the employees of PT. Pos Indonesia themselves formed an organization, namely the Pos Indonesia Workers Union as a form of protection of the rights and obligations of its employees where the members have not felt welfare as long as the SPPI continues to call for injustice as a form of defense or protest. The role of the SPPI itself is very important for employees and managers in protecting their rights and obligations, besides that the SPPI is the right place for managers to make decisions in terms of the interests of the company and workers where the decision concerns the proper life of its employees. This union is also formed on the basis of realizing the welfare of workers and their families, to achieve this, it is treated as a strong means of struggle, capable of channeling aspirations and uniting all potentials of diverse workers, as well as being actively involved in the organization of the company. That is the description of the problems that occurred at PT. Pos Indonesia which became the basis for the formation of the Indonesian Postal Workers Union or commonly abbreviated (SPPI).

2. Literature Review

Trade unions are open social systems that pursue goals and are often influenced by the external environment. The union is a forum for employees as a vehicle to participate in the company. Employee participation in relation to employment relations can be done directly or through a representative system in the form of a trade union. Therefore, employee participation in employment relations is also an embodiment of the rights and freedom of employees to organize and express opinions guaranteed by the constitution and the law. Therefore, in trade unions, legal issues have broad objectives, firstly, making employees as trade unions responsible for the use of detailed requirements, secondly, the law tries to make trade unions more democratic by giving certain rights. on members. The functions of the formation of a trade union are basically:

1. Assist employees in negotiating with the company to increase salaries.
2. Play a role in urging companies to reduce working hours.
3. Assist employees in improving the safety and cleanliness of the workplace.
4. Freeing employees from the tyranny that treats employees as slaves.

In general, the reasons why some join or form a labor union with a view to:

1. Get proper compensation
2. Get better working conditions
3. Get their rights fairly
4. Protect themselves from arbitrary actions of management
5. Get job satisfaction and opportunities for achievement.

3. Research Method

This study uses a qualitative form with a descriptive approach against a single fixed case, where the researcher only examines one problem only about the role of the Labor Union in resolving industrial relations problems at PT. Indonesian post. In this study the number of subjects or respondents studied amounted to 80 employees of PT. Pos Indonesia, the research

conducted is census research or saturated sampling. The type of research carried out in writing this thesis is descriptive and verification research, where descriptive research according to Kuncoro (2013:12) is research that includes data collection to test hypotheses or answer questions about the latest status of the research subject. The most common type of descriptive research includes the assessment of attitudes or opinions of individuals, organizations, circumstances or procedures.

4. Results

The data collection process was designed by distributing questionnaires consisting of 8 statements for the trade union variable (X), and 10 statements for the industrial relations variable (Y).

1. Respondents by Gender

Table 1. Respondents by Gender

No.	Gender	Frequency	Percentage
1	Male	45	56%
2	Female	35	44 %
	Total	80	100%

2. Respondents by Age

Table 2. Classification of Respondents by Age

No.	Age	Frequency	Percentage
1	<25 years	8	10 %
2	25 – 35 years	25	31%
3	36 – 45 years	30	38%
4	46 – 55 years	9	11%
5	>56 years	8	10%
	Total	80	100%

3. Respondent Data Based on Education Level

Table 3. Classification of Respondents Based on Education Level

No.	Education Level	Frequency	Percentage
1.	High School	0	0%
2.	Akademi (Diploma)	13	16%
3.	Sarjana (S1)	42	53%
4.	Magister (S2)	25	31%
	Total	80	100%

responses from respondents regarding the variable union at PT. Pos Indonesia Pusat Bandung, based on the results of distributing questionnaires to 80 employees.

There are 10 statement items submitted to respondents regarding work placement variables, namely, (1) Education possessed by employees is in accordance with work placements, (2) Employees who have special knowledge are placed in accordance with their competencies, (3) Employees who work in companies must have knowledge regarding the work/tasks carried out, (4) Work knowledge possessed by employees is used as a reference as an effort to place employees' work, (5) Work knowledge that employees have is in accordance with placement and work results, (6) In employee job placement mental skills are needed, (7) Employees can do work outside of working hours / overtime with the work skills they have, (8)

With skills employees can socialize in the company, (9) The work done at this time is in accordance with previous work experience possessed by employees, and (10) the length of time employees work makes employees have experience in doing a job well.

Similar to the job placement variable, the promotion variable also consists of 10 statement items, namely (1) employee promotion in the company pays attention to competence and education level, (2) promotion in the company considers employee skills in doing the work given by superiors, (3) employee skills are indicators for evaluating job promotion requirements, (4) work knowledge is an added value to employee abilities to be considered for promotion, (5) senior employee work experience is a benchmark in terms of promotion, (6) senior employee work performance is taken into consideration in promotion, (7) the length of service of senior employees is used as an assessment in promotion, (8) Employees must be highly committed to the organization to get the opportunity to get a promotion, (9) Workload and responsibilities according to the level of position to be considered for promotion, and (10) The work commitment of employees has an effect on towards loyalty.

For the employee job satisfaction variable, the questionnaire consists of 15 items, namely (1) the salary received by the employee is in accordance with the assigned task, (2) the salary payment is always made on time, (3) the work given by the company to the employee has varied tasks. thereby reducing boredom, (4) work is adjusted to the level of education taken/owned by employees, (5) employees are challenged when doing a job, (6) communication between co-workers is well established in the company, (7) communication between superiors and employees. employees are well established, (8) Employees can work together with co-workers with the skills they have, (9) Cooperation in work is carried out by superiors with employees optimally, (10) Opportunities for promotion are owned by every employee, (11) Opportunities promotions are based on employee performance, (12) promotions are given by the company to employees fairly, (13) Supervision is carried out by superiors to employees when doing work, (14) Support is provided by superiors to employees so as to provide satisfaction, and (15) Openness to input is applied by superiors to employees. The assessment scores for the three variables used a Likert scale and showed the same results, namely the average answer was in the "unfavorable" criteria.

5. Conclusions

Table 4. Kolmogorov Smirnov . Normality Test

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		80
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	10,34634919
Most Extreme Differences	Absolute	,104
	Positive	,104
	Negative	-,097
Kolmogorov-Smirnov Z		,803
Asymp. Sig. (2-tailed)		,539

Based on table 4 above, it shows that the value of Kolmogorov Smirnov is 0.803 with a significance value of 0.539. Because the significance value generated by Kolmogorov Smirnov is more than or 5% (real level of research significance), namely (0.539>0.05), it can be concluded that Ho is accepted or the residual data is normally distributed, in other words the

regression model is feasible because it meets assumption of normality or normally distributed data.

Table 5 Multiple linear regression

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	,376	5,737		,066	,948
Employee work placement	,709	,151	,414	4,697	,000
Job promotion	,756	,124	,536	6,087	,000

The regression equation model that is formed based on the results of the study is $Y = 0,376 + 0,709 X_1 + 0,756 X_2$.

Table 6. Partial Hypothesis Testing

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	,376	5,737		,066	,948
Employee work placement	,709	,151	,414	4,697	,000
Job promotion	,756	,124	,536	6,087	,000

Based on table 6, the partial test results are

1. Partially, the variable of employee job placement has an effect on employee job satisfaction.
2. Partially, the variable of job promotion has an effect on the variable of employee job satisfaction.

Table 7 Simultaneous Hypothesis Testing

ANOVA^b

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	9834,814	2	4917,407	44,380	,000 ^a
Residual	6315,770	57	110,803		
Total	16150,583	59			

Based on table 7 simultaneously the variable of employee job placement and promotion has an effect on the variable of employee job satisfaction.

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