**EVALUATION OF MANDOR COMPETENCY SUITABILITY ON CONSUMER COMPLAINTS WORK**

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***Abstrak*---[Times New Roman 10, Cetak Tebal dan Miring]**

*The construction industry is one of the most developed industries around the world. Similarly, the housing construction industry. Consumers who buy a house sometimes have a complaint about the unit dibelinya.berjalan according to planning in terms of cost and time. Because of the consumer complaints, the developers use the services of foreman complaints that will be paid by the developer. Quality of foreman complains determines the result of consumer complaint work. Elements of competence that affect the performance of the foreman complain will be analyzed using SPSS and descriptive percentage. The competency elements of the complainant foreman who influenced the performance of the foreman complained were the skills competence element 88.56%, the work experience competence element 85.56%, the skills competence element 88.56% the discipline competence element 89.07% and the wage competency element 89.73%. The strategies that must be done to improve the performance of the foreman complain is to supervise the continued improvement of the team owner, and also repeat orders according to the portion (the mandor capacity), selecting the workman that will be used by the foreman and also make a skill assessment from the foreman and his team, conducting training programs for the foreman and the craftsman.*

*Keyword***---** *Mandor, Competence, Housing*

1. **Background**

The construction industry is one of the most developed industries in the world. The growth of the construction industry is in line with the growth in a country (Nadya Yessi Utami, 2017). Likewise with the housing construction industry. Every human being who has a family or who is uncertain wants and has a house as a place to live and also a place to stay (Anton Suharmiko, 2016). Consumers who buy a house on the part of the developer sometimes have complaints about the unit they bought.

Because of these consumer complaints, the developer uses the services of a foreman complaint that later will be paid by the developer. This condition occurs if the contractor who is working has submitted the 2nd handover (BAST2). According to Nadya Yessi Utami, 2017, the foreman is a term for people who are assigned to supervise, head, and are responsible for a group of people or workers in the field. One important function that must be in construction construction is supervision (Nadya Yessi Utami, 2017). Foreman Complaint is a term for people who are given an assignment by PT Jaya Real Property to carry out consumer complaint work or home stock repairs. (SOP PT Jaya Real Property, 2008)

1. **Theoretical basis**

**2.1 Housing**

According to Government Regulation No. 14 of 2016 concerning the Implementation of Housing and Settlement Areas, houses are buildings that function as suitable dwellings, facilities for family development, a reflection of the dignity of the occupants, as well as assets for their owners. The house as one of the basic needs of the man who can function as a means of family production is a strategic point in full human development and is the entrance to the world that promises to fulfill other basic needs. (Lalu Mulyadi, 2013). The increasing need for housing has encouraged the government and the private sector to establish housing businesses in various types.

In accordance with Government Regulation No. 14 of 2016 concerning the Implementation of Housing and Settlement Areas, housing is a collection of houses as part of Settlements, both urban and rural, which are equipped with Infrastructure, Facilities, and Public utilities as a result of efforts to fulfill livable houses.

**2.2 Complaints**

Complaints or complaints can also be called. Consumer complaints behavior occurs when a product and or service used by consumers is not as desired (Barlow and Moller in Venny Rizky Berthama, 2014). Customer complaints are often a source that has not been optimally utilized because complaints contain a lot of information about consumers and products and can be used as a foundation for the formation of the power of products and services (Supranto in Venny Rizky Berthama, 2014). Complaints indicate a feeling of resentment or disappointment at something obtained (Honny, 2013). Complaints or complaints are expressions of dissatisfaction from customers with the services provided by the company. According to Kotler in Venny Rizky Berthama (2014), complaints consist of 2 types, namely:

a. Complaints that are delivered orally through telephone and direct communication

b. Complaints submitted in writing through the guest complaint form.

**2.3 Mandor**

The workforce in the construction project is headed by an experienced workforce with expertise and experience known as the foreman (Claudia Meri Ayanggela Franshuid, 2017). Poerwadarminta in Lalu Mulyadi (2014) defines the foreman as the leader or supervisor of the worker. Zen in Lalu Mulyadi (2014) states that the foreman is an employer and contractor for the procurement of labor and at the same time solve the portion of a particular job.

2.3.1 Construction Supervisor

According to Claudia Meri Ayanggela Franshuid (2017) the workforce in the construction project is headed by an experienced workforce with expertise and experience known as the foreman. In the process of building a house in the Bintaro area, PT Jaya Real Property uses the services of a contractor who will be given a work order to do the work. The contractor in the development process later uses the construction foreman to supervise and head the workers in the project. So the construction foreman is under contractor who gets a working order from PT Jaya Real Property.

2.3.2 The Complaint Officer

A complaint complainant is the name for the foreman who does the job of a consumer complaint. According to SOP PT. Jaya Real Property (2008), the foreman of complaints is the designation for the person assigned by PT. Jaya Real Property to carry out consumer complaints work or home stock repairs. Foreman complain which is assigned to do work by PT. Jaya Real Property will be paid directly by PT. Jaya Real Property. The complaint mandor will eventually get a work order directly from PT. Jaya Real Property.

2.3.3 Duties and Functions of the Foreman

The foreman has an important function in construction. Hariyono (2013) revealed that the foreman coordinates a lot of construction workers. According to Lalu Mulyadi (2014), 95.63% of the construction workforce are craftsmen and hired workers who are generally under the foreman. While the foreman's leadership is the skills and advantages especially in the field of construction projects owned, so he is able to arrange artisans to jointly perform project work in accordance with the specified (Soeharto, in Lalu Mulyadi, 2014). So the function of the foreman to coordinate artisans, kenek working on a project to work smoothly.

**2.4 Competence Mandor Complain**

Performance is a condition that must be known and confirmed to certain parties to know the level of achievement of an agency results related to the vision of an organization or company and to know the positive and negative impact of an operational policy (Soeharto in Lalu Mulyadi (2014) (2014), the performance of the foreman is a result of work achieved by the foreman in carrying out tasks assigned to him based on skills, experience and seriousness and time.In the construction of bintaro project, the performance of the foreman complained by the supervisor of the owner as the assignor. performance of the foreman is based on:

2.4.1 Skills

The skills of the foreman greatly affect the work done, the skills can be seen from how a foreman when solving a problem. Read and understand working drawings and translate them into operational steps. (Claudia Meri Ayanggela Franshuid, 2017). According to Hariyono (2013), the higher the value of skills, the higher the value of building quality.

2.4.2 Work experience

Work experience is the level of one's understanding of the work embodied, (Amin Zainullah, 2012). In the work required a skill and experience in order to analyze a particular situation when in the field to work according to each skill. (Nadya Yessi Utami, 2014).

2.4.3 Skills

Monitoring of labor and materials and equipment is done before the start of the construction period where this stage is the initial stage so that the whole series of construction process can run well. (Claudia Meri Ayanggela Franshuid, 2017). If the foreman is less capable then the work will run less smoothly. According to Umi Kalsum (2014) the foreman is very important to provide guidance to employees while doing the work so that employees are willing to work hard to achieve optimal results.

2.4.4 Discipline

Supervision of labor is very important where in order to achieve job satisfaction and achieve the expected results. (Claudia Meri Ayanggela Franshuid, 2017). According to Lalu Mulyadi 2014, the foreman performs the entire implementation of the work in accordance with the instructions given by the executor and or the ranks above.

2.4.5 Wages

Labor costs are negotiated in order to obtain how payrolls are made and calculate the amount of daily wages for workers. (Claudia Meri Ayanggela Franshuid, 2017). Wages received on time. (Amin Zainullah, 2012)

1. **Research methodology**

According to I Made Wirtha in Rani Wulandari. (2013) The method of research is a branch of science that discusses ways of conducting research (ie includes searching, recording, formulating, analyzing and reporting) based on scientific facts or symptoms.

Test Validity and Reability with Statistical Program for Social Science (SPSS)

After the data obtained both secondary data and primary data then the data will be processed again, here the author will use SPSS program to support in data analysis. The author will do some testing as follows:

Test Validation

In this validity test can later show how far the level of accuracy of the use of measuring instruments against the symptoms to be measured. The questionnaire can be said to be valid if the question in a questionnaire or questionnaire is able to reveal something that will be measured by the questionnaire. (Singarimbun and Effendi in Lalu Mulyadi 2014). According to Then Mulyadi (2014), the validity of an instrument can be determined by comparing the correlation index of Product Moment Person with a significant level of 0.05 (5%) as its critical value by comparing r arithmetic with r table then it can be determined the validity of the instrument with the following criteria :

r count> r table: Valid

r count <r table: Invalid

Test Reliability

Reliability is an index that indicates the extent to which a gauge can be trusted or reliable. In other words, reliability shows the consistency of a measuring device in measuring the same symptoms (Singarimbun and Effendi in Lalu Mulyadi, 2014). if the alpha is between 0.7 - 0.9 then it is stated high rereliability

Descriptive percentage is processed by means of relative frequency. The relative frequency is the frequency calculated in percent form as expressed by Jonathan Sarwono in Nadya Yessi Utami, 2014). The formula used for descriptive percentage calculation is as follows (Subana and Sudrajat in Dewa, 2016):

Percentage = $\frac{(Σ (Answer x Weight of Each Choice))}{(n x Top Weight)}$ X 100%

Information:

Σ = Amount

n = Total number of questionnaire items

according to God (2016), to calculate the percentage of all subjects used by using the following formula:

Percentage = $\frac{F}{N}$

Information:

F = Total percentage of the entire subject

N = number of subjects

1. **Analysis and Discussion**

**Validity TEST**

Based on the validity test can be compared between r value count (pearson correlation) with r tebel, with base r arithmetic> r table, (Duwi, 2017), where r table is 0,3061. In the above validity test results there are 2 indicators of 30 indicators that the value of the variable is still below 0.3061 and the value of significance above 0.1, then the item is declared invalid from 30 indicators. Then the second stage validity test is done, by excluding the performance that is not valid is the performance X020 with the value 0.266 and X029 with the value of 0.224. As well as to set the number of work, the performance of X020 and X029 are also not included, because the correlation values that exist in the performance of X020 and X029 below r table value. According to Sahid Raharjo in www.konsistensi.com, there are several ways that can be done against invalid questionnaire:

1.Fix the invalid questions in the questionnaire then reshare to the respondent to be answered again. This method requires a lot of time so the author does not use this way

2.To eliminate invalid questionnaire. This is done if a valid variable still represents the problem in the research. The author uses this method because of the limited time of making this research

Then eliminates the performance of the invalid and then runs to 2. Results from runing to 2 results obtained above the performance r table, it means 28 performance is valid after the second running run.

Reliability TEST

Based on the reliability test results note that the value of Cronbach's Alpha figures for foreman complaints of 0.883. So it can be concluded that the research instrument used to measure the variables on the questionnaire can be said reliable or reliable

Descriptive percentage

The percentage descriptive analysis is aimed at obtaining the main competency element affecting the competence of the foreman complain at Bintaro Jaya Housing Project, South Tangerang. In this study the performance scale can be seen in table 4.1 below.

Table 4.1 Percentage scale performance performance for foreman complaints

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **persentase** | **Hasil** | **Keterangan** |
| 1 | >81 | Very Good | Foreman complaints are very good at leading, managing and overseeing a project |
| 2 | 71% - 80% | Good | Foreman complaints both in leading, managing and supervising a project |
| 3 | 60% - 70% | Enough | The foreman complains enough in leading, managing and supervising a project |
| 4 | < 60 % | Less | Foreman complaints are not good at leading, managing and supervising a project |

Source: Claudia (2017)

After calculating each performance, then the average of each competency element is performed. The calculation results are below

Table 4.2 Percentage of competitor foreman compliance performance element

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No.** | **Element of Competency** | **Value Maximum** | **Percentage of** | **Results** |
| 1. | Skill | 100% | 88.56% | Very good  |
| 2. | Work Experience | 100% | 85.56% | Very good |
| 3 | Skills | 100% | 88.56% | Very good |
| 4 | Discipline | 100% | 89.07% | Very good |
| 5 | Wages | 100% | 89.73% | Very good |
| Average percentage of competence element foreman complain |  | 88.29% | Very good |

Source: Author Prepared, 2018

Based on the evaluation of the competence of the foremen of complaints on the Bintaro Jaya Housing Development Project, South Tangerang has been done, the average of the 5 elements of competency competence of the foreman mandor in the Bintaro Jaya Housing Development Project is 88.29%. Can be seen from the 5 elements of competence above, in outline the results of the performance of the foreman complaints have been very good.

Then do expert validation to ask for suggestions to take corrective action on the results that have been obtained. The competency elements of the foreman's compliance performance have been very good as the above explanation, but of course it still needs improvement to minimally maintain existing ones, even improve the complaint foreman performance, the selection of appropriate strategies can improve the performance of the foreman complaint in the future. Expert inputs for complaints supervisor performance election strategy As follows:

• Conduct continuous improvement supervision from the team owner

• Repeat orders according to portion (foreman capacity)

• Selecting a worker or workforce to be used by the foreman to do a job

• Make a skill assessment of the foreman and his team

• Establishing training programs for foremen and workers can also be a strategy to improve the performance of the foreman complaints.

1. **Conclusions**

The conclusions obtained from the competence of the foremen of complaints on Bintaro Jaya housing project, South Tangerang are as follows:

1. The competence elements of the complainant foreman who influence the performance of the complainor's mandor are as follows: skill competence element with 6 performance, work experience competence element with 6 performance, competency competency element with 6 performance, discipline competence element with 6 performance, and elements of wage competence of 6 performances.

2. The main competency element affecting the performance of the complainor's mandor is a wage competency element of 89.73% with the performance of wage paying to the foreman shall be in accordance with the provisions mutually agreed between the grantor and the recipient of the work.

3. The strategies to be taken to improve the performance of the foreman of complaints on the Bintaro Jaya housing project, South Tangerang are as follows:

• Continuous improvement from the team owner

• Provision of portable repeat orders (foreman capacity)

• Selecting the workman or labor that will be used

• Assess the skills of the foreman and team based on job referrals

• Provide training programs in order to sharpen existing skills

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