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Implementation Of Cross Functional Training at Seoul Café Tanjungpinang

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Abstract

Seoul Café is one of the Micro, Small and Medium Enterprises (MSMEs) which is engaged in the culinary field by serving Korean specialties such as tteobokki, bibimbap, kimbap and other snacks that are produced by themselves to suit the taste of the Indonesian tongue. Seoul cafe is located on Jl. Soekarno Hatta, Tanjungpinang and has been operating for 2 years. However, since the COVID-19 pandemic, there has been an uncertain market demand for visitors to the Seoul Café, causing the human resources (HR) at the Seoul Café to be less organized, because as many as 40% of employees had to cut off employment due to the uncertainty of cafe visitors. The main goal that will be discussed in this practical work report is implementing cross functional training to increase the motivation for seoul café employees by creating a training module, the purpose of this training module is to improve workforce efficiency, performance quality, and better service to cafe customers and can be utilized as a learning knowledge, work attitudes in order to achieve certain work competencies. The module will be designed by using ADDIE model and will be handed over to related parties.

Keywords: Human Resources, Training Module, ADDIE Model, Covid-19, Seoul Café

Introduction

Seoul Café was established on September 8, 2018 by Mr. Bobby and Mrs. Santi. This cafe is engaged in the culinary field, which serves Korean specialties such as tteobokki, bibimbap, kimbap and other snacks that are self-produced to suit the Indonesian tongue and there are several other menu options provided at this café with unique and interesting flavors. The main location of this cafe is at Jl. Soekarno Hatta, Tanjungpinang, seoul cafe's food demand is increasing so that on May 5, 2021 Seoul cafe opens its 2nd branch at jl. D.I Panjaitan Tanjungpinang. Seoul Café operates every Tuesday-Sunday and closed on Mondays, the operating hours of this café are different with other cafes because according to the owner of the Seoul Café Sunday, it is a day that will be crowded with visitors to enjoy the food served by the Seoul Café. Seoul Café not only provide dine-in, this café also accept orders from the Gojek application and serve orders by WhatsApp. The aims of this project is to be able to provide skills and understanding related to motivation, responsibility and progress for individuals through modules that can help employees in making

better decisions and solving problems effectively (Lily Sudhartio, Sari Wahyuni 2011). The material provided is expected to be useful for companies to make it easier to do work that related to human resource management (HR). Seoul café experienced an uncertain order due to the COVID-19 pandemic that had attacked Indonesian economy for the last 2 years. The uncertain market causes human resources (HR) of Seoul Café to be less organized, this is because as many as 40% of employees have to forcibly terminate employment due to the uncertainty of monthly café visitors and will ultimately affect the image of this café. The efforts that has been made for the café is employee motivation training module from training analysis of the ADDIE model that can be trained by cafe owners to their employees in order to keep a spirit enthusiasm to the employees. it is also will be usefull for employees to stay focused on the initial goal of working in the cafe, which is to be stay committed to achieving goals. The goals to be achieved are shared goals, both company goals or the goals of the employee himself. The next efforts is creating a manpower scheduling, the goal of the scheduling is that employees will not feel bored for just working in the position and can explore knowledge in other positions. Referring to the book *Personnel and Industrial Relations: A Managerial Approach* by John B. Miner and Mary G. Miner, manpower planning is a process that seeks to ensure that the right number and types of employees are available at the right place, at the right time, so that organization can continue to achieve its goals.

Methods

Procedures of this project start by sharing questionnaire to café employees from the interview and analyze the goal for this training, second step author will design the type of training material that is suitable for café employees. The next step is to develop the material outcomes and implementing motivation material, for the last step of the procedure is evaluation. The main goal of the evaluation stage is to determine if the goals have success, and to establish what will be required moving forward in order to further the efficiency and success rate of the project. The project has been running smoothly for 3 month since October 2021 at Seoul Café Tanjungpinang. All of the implementation activity will be held onsite, the results of the questionnaire will be examined for the preparation of manpower schedulling and the results of the training will be evaluated through the training evaluation form.

Result and Discussion

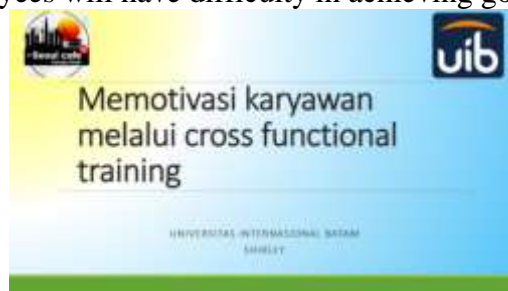
Before the project was established, the human resources at the seoul cafe were not well organized and the employees were lacked motivation because lack of directives there are still jobs or duties of employees who have not able to be completed in a timely manner therefore due to the possibility of competence that is less supportive therefore of course employees must have the knowledge/ideas and abilities to be able to complete work efficiently and effectively. After the project was operated the employees is feeling less bored because they are being motivated about the training module than before and also it affect operations getting easier if anyone of the café employees has absent from sickness, paid leave permission or

having a sudden resignation from their work position, so anyone from the employee that already been trained can replace the position without any problem.

There are several outcomes that achieved by writer for seoul cafe in this PkM Activities such as motivation module, manpower scheduling excel and Evaluation form that can be used after training has been done. The following below are the results of the outputs that have been designed.

1. Motivation Module

The existence of this training module can provide an insight regarding what motivations can be achieved by employees and it is one of the learning methods that can be inspire from the external side, by working effectively because the module can encourage someone to continue to be motivated. Without a motivation, employees will have difficulty in achieving goals.



Picture 1 Module Cover, Source: Author (2021)



Picture 2 The contents of the module, Source: Author (2021)



2. Manpower Scheduling

Manpower planning can be done to determine the quality and quantity of employees in filling certain positions. So that it can be guaranteed the availability of current and future workforce in accordance with the company's plan so that there will be no shortage or excess of employees. Manpower planning is also the basic for evaluating an employee performance.

Picture 3 Manpower Scheduling excel,

Source : Author (2021)

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3. Training Evaluation Form

The last external for the PkM Activities is the training evaluation Form, the purpose of this stage is to find out whether through the training that already been participated by the employees is it usefull to improve their attitudes, knowledge, skills, confidence and commitment to their work. The evaluation stage can be done by giving some small tests to participants to refresh what they learn from the last training for who have take part of the training before they carrying out the task.

Picture 4 Questionnaire For Evaluation Form, Source: Agustini Christiawati (2019)



Picture 5 Project Activities filling questionnaire form , Source: Author (2021)



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Picture 6 Project Activities Explaining, Source: Author (2021)



Picture 7 Documentation with Seoul Café employees, Source: Author (2021)

Conclusions

Based on the results of the PkM implementation and manpower scheduling that have been designed and implemented at Seoul Café. Therefore authors can conclude that with the motivational module training can reduce employee boredom with the same job every day, and can facilitate the cafe operations if there are employees who want permission to take leaves or resign from the work positions they can be replaced by any employee because they already learned during the

training. For the evaluation form its useful to make the improvements of employees work to be completed according with café plan and to find out the difficulties or obstacles faced by their employees also its help solve the problems and difficulties.

Before implementing the training module, a survey was conducted to the employees of the Seoul Cafe with the results achieved that as many as 80% of the employees still dominate the decrease in motivation. After the motivational training was carried out, there were changes on motivation that resulted 92% being motivated by the provided training for the employees, the result affected that employees would contribute more in carrying out the work given so they will produce better performance. Further recommendation for Seoul Café is to build their own website so that it is neater, it can be easily for their employees to access the website by attach the module to the website and to prepare the training to be more scheduled also they can get a suggestions from anonymous to improve their training method. Also the owners can explore more motivational materials and other training such as training to improve soft skills, including training in communication, problem solving, emotional intelligence and the ability to work together that can be given to their employees in the next training.

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