

ANALYSIS OF FACTORS AFFECTING THE NEGLIGENCE OF CARGO-HANDLING WORKERS IN PT. JNE, JAKARTA REGION

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Abstract. The purpose of this study is to determine the negligence of cargo-handling workers at PT. JNE in several regions of DKI Jakarta. This study used qualitative methods in the form of descriptive analysis. Descriptive analysis method aims at accurately describing the characteristics of an individual, circumstances, symptoms or whether there is a relationship between a symptom and other symptoms in society. This method was used to describe the factor analysis of workers' negligence on damaged or lost goods during the shipping process of PT. JNE City of Jakarta. This research was conducted in the DKI Jakarta area. The variables in this study are divided into three variables, notably Employee's Negligence (X1), Cargo-Handling Negligence (X2), and variable Y, namely PT. JNE (Y).

Keywords: *Negligence of Workers, Cargo Handling, Negligence, Workers and Companies of PT. JNE*

Introduction (Include Literature Review)

Responsibility is an obliged condition to bear everything as a result of decisions or actions taken (if something happens, it can be questioned).

Thus, responsibility entails close ties with the agreement (*iltizam*) that is agreed upon. A shipping company in carrying out its duties must be responsible for the agreement that has been agreed because the shipment does not always go well and smoothly, such as goods that do not arrive, get damaged, or are lost.

If an agreement has been violated, a breach of contract can be filed, since there is a contractual relationship between the party that causes the loss and the party that suffers from the loss. Therefore, the one that causes the loss (good-sender company) must be responsible and must compensate for the losses undergone by the owner of the goods.

If there are adverse deviations, the consumer has the right to be heard and obtain advocacy, guidance, fair treatment, and compensation. Thus, those, whose actions harm another party by not fulfilling their obligations, must do something based on what they have achieved. This adverse action gives the aggrieved party the right to ask for a cancellation of the agreement that has been made along with reimbursement for all costs, interests, and losses that he or she has experienced.

In general, a large number of people who send goods from distant places make shipping services very important for the community. In fact, there are many shipping companies belonging to government and private property. One of the private shipping services is PT. Tiki Jalur Nugraha Ekakurir, and now it is referred to as JNE. JNE is an express courier and logistics company headquartered in Jakarta, Indonesia. The official name is PT. Tiki Jalur Nugraha Ekakurir (Tiki JNE), better known as JNE, which is one of the courier service companies in Indonesia (Prasetyo, T., Handono, M., Wahjuni, E., Hum, M., Humas, J. P., Law, F., & Unej, U. J. (n.d.)).

The process of shipping goods by JNE starts when the consumer or shipment arrives at the JNE agent by bringing a number of goods that have been prepared for shipment.

Then, the company checks the completeness of the goods, such as the number of goods to be issued and a document or a letter of agreement for the next delivery of goods that must be signed by the consumer or sender. This means that the consumer has agreed to the terms or clauses regarding the provisions, consequences and risks of the shipment of goods.

The implementation of the good-delivery agreement sometimes does not always run smoothly. For example, goods that have been agreed by both parties to send are damaged on shipping. If there is a default in shipping the goods, JNE is responsible for the consumers or senders. As a matter of fact, they have the right to ask for compensation to JNE. In providing the compensation, the company needs to know in advance what causes the damage during the shipment of goods inasmuch as the shipment of damaged goods may result from a legal act or due to a legal event.

Literature Review

With the increasingly complex problems faced by an organization, especially organizations engaged in business, the attention to human resources also increases at various levels of company management. Increasing competition in the work environment is one of the most important reasons for the progressively widespread role and importance of human resource management in an organization. (Sri Widodo, 2016) There is no common definition of Human Resource Management (HRM), yet three definitions in comparison can be put forward as follows: how people can be managed at the best way under the interests of the organization, as stated by Armstrong (1994), a method of maximizing the yield of labor resources by integrating HRM into a business strategy, as explained by Kenooy (1990), and a typical approach to workforce management that strives to achieve competitive advantage through developing strategies of capable and highly committed workforce by using an integrated cultural structure, structural and personnel techniques as contended by Storey (1995). From the three definitions above, it can be concluded that HRM is related to the way the management within the organization and the environment influences it in order to be able to contribute optimally to the achievement of the organization.

Besides, cargo is an immovable object or a living animal that is moved from one place to another by using a mode of transportation. Cargo-handling is a service activity for cargo or goods (in and out) through the airport, including loading, unloading, transferring from an aircraft to a storage place (cargo warehouse), arranging and storing the goods and giving it to the owner, or otherwise receiving from the owner, organizing goods in a storage area (cargo warehouse), transferring from storage to the aircraft and organizing goods in an aircraft compartment room. This all happens with the understanding that carries out all these activities with knowledge and expertise. Established in 1990, PT Tiki Jalur Nugraha Ekakurir (JNE) has served the public in custom services, especially the import of time-sensitive shipments through the 'rush-handling' warehouse. The consistent and responsible service speed and reliability make JNE's credibility even higher in the eyes of customers and work partners.

Along with the increase in foreign investment, domestic economic growth, and the development of information technology as well as various developed product innovations, JNE's performance has also grown in the business community and

Indonesian society. The development of the business world and people's lifestyles make the progressive demand for handling sensitive import shipments. Not only does it include small packages and documents, but it also extends to the handling of transportation, logistics, and distribution. This growing opportunity encourages JNE to continue to expand its network to all major cities in Indonesia. At present, JNE service points have reached over 6,000 locations and are still growing with more than 40,000 employees.

More than 150 JNE locations have been connected to the online communication system, guarded by the system and wired to information sites that are effective and efficient for consumers in an effort to find out the current status of package or document delivery. JNE prioritizes human resources as well as technology as part of development starting from X-Ray machines, GPS, to satellite communication tools. The reliability and commitment of JNE are proven by the achievement of various forms of awards and ISO 9001: 2008 certification for quality management system.

Kotler (2005: 167) says that: "service is any activity or benefit offered by one party to another party and is essentially intangible, and does not result in ownership of something. The production process may or may not be associated with a physical product." according to Kotler (2016), service is any action or activity that can be offered by one party to another party, it is basically intangible and does not result in any ownership. Moreover, cargo-handling is a service activity for cargo or goods (in and out) through the airport, including loading, unloading, transferring from an aircraft to a storage place (cargo warehouse), arranging and storing the goods and giving it to the owner, or otherwise receiving from the owner, organizing goods in a storage area (cargo warehouse), transferring them from storage to the aircraft and organizing them in an aircraft compartment room. This happens with the understanding that carries out all these activities with knowledge and expertise.

Cargo is simply defined as all goods that are sent by air (an airplane), sea (a ship), or land (a container truck) which are usually traded, both among regions or cities in the country and among countries (internationally), namely export-import as stated by Rahmawati (2018).

Whatever the type, all shipments, except for post items and passenger's baggage, whether they are traded (export-import) or used for other purposes (non-commercial) and equipped with transport documents (SMU or Air Way Bill) are categorized as cargo (Neldy, 2018).

Method

According to (Sugiyono, 2017: 2), the design in a research is a more in-depth explanation of the method or technique used by researchers, and the steps from the beginning to the end of this study can be completed properly.

This research used quantitative research methods with an associative approach. Moreover, data collection was carried out by distributing questionnaires to 130 respondents representing the total number of customers of PT. JNE. Then, the measurements were made using a Likert scale consisting of five points, ranking from 1

"strongly disagree" to 5 "strongly agree" for all statements.

Discussion and Result

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Reliability Dimension ^b		Enter

a. Dependent variable :
Customer's Loyalty

b. All requested variables entered

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.057 ^a	.003	-.005	4.05121

a. Predictors: (Constant), Reliability Dimension

Coefficient of Determination (R^2) = 0.03, means that there is a change in Variable Y which is influenced by the total of Variable X.

Moreover, There is a weak relation between Variable X and Y, which is 0.05

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6.810	1	6.810	.415	.458 ^a
	Residual	2117.190	129	16.412		
	Total	2124.000	130			

a. Dependent Variable : Customer's Loyalty

b. Predictors. (Constant), Reliability Dimension

There is no significant effect between customer's loyalty and reliability dimension. It can be seen from Sig.F = 0.05 which is greater than $\alpha = 0.05$, and this is significant

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	17.717	2.023		8.758	.000
ReliabilityDimension	.064	.100	.057	.644	.521

a. Dependent Variable:
Customer's Loyalty

Conclusion

With the progressively complex problems faced by an organization, especially the organizations engaged in business, the attention to human resources increases at various levels of company management. A distinctive approach to workforce management that strives to achieve competitive advantage through the development of a strategy of a capable and highly committed workforce using an integrated cultural structure, structural and personnel techniques is central, as said by Storey (1995).

From the three definitions, it can be concluded that, Human Resources Management is related to the way the management within the organization and the environment that influences it in order to be able to contribute optimally to the achievement of the organization. Cargo is an immovable object or a living animal that is moved from one place to another by using a mode of transportation.

Cargo-handling is a service activity for cargo or goods through the airport, including loading, unloading, transferring from an aircraft to a storage place, arranging and storing the goods as well as surrendering to the owner, or otherwise receiving from the owner, organizing goods in a storage area, transferring them from the storage to the aircraft and compiling them in the aircraft compartment room. This all occurs with the understanding that carries out all these activities with knowledge and expertise. The consistent and responsible service speed and reliability make JNE's credibility even higher in the eyes of customers and business partners. This growing opportunity encourages JNE to continue to expand its network to all major cities in Indonesia. According to Kotler (2016), service is any action or activity that can be offered by one party to another party, and it is basically intangible and does not result in any ownership.

Cargo is simply defined as all goods that are sent by air, sea or land which are usually traded, both among regions or cities in the country and among countries known as export-import. Regardless of type, all shipments, except for post items and passenger's baggage, whether they are traded or used for other purposes and equipped with transportation documents are categorized as cargo.

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