



The Influence of Inaportnet Skills and Employee Performance on the Smoothness of Ship Services at PT Benua Indah Gemaca Banten Branch

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Abstract: In general, it can be said that regular shipping is a reflection of a shipping policy that can harmonize the relationship between operators and users of sea transportation services, both in terms of service products and handling of goods. The concept that leads to choosing any product that can provide satisfaction is value, where the value itself is a consumer's estimate of the product's capacity to satisfy various goals. But unfortunately, the export-import transportation activities are currently still dominated by companies. This can be seen from the increase in shipping companies, both national and foreign, the consequence of which is the emergence of competition among shipping companies. For the smooth operation of loading and unloading of imports or exports, it is necessary for the carrier/ship owner as well as the customer/user of the goods delivery service. To realize this smoothness, in carrying out the activities of the shipping company, it can appoint agents at the port where the ships will visit to carry out activities. Procedurally, the shipping company appoints a general agent in a certain maritime capital in the country that will be visited by the ship in order to carry out loading and unloading activities. Unloading and loading activities. So that general agency companies that have been appointed as representatives can improve services to attract customers. The port agent's task is to serve the ship and submit documents for when the ship has docked and left in the port area of PT. Pelindo II Banten Branch, Inaportnet is a system that combines, among others, a traffic and sea transportation information system, an online ship system, a seafarer certificate application, a port information system, and a port business entity system, PT. Benua Indah Gemaca is a ship agency that uses the Inaportnet service system. Mastering technology and communication is very important in document services with KSOP and other related agencies. The problem that arises with the implementation of the Inaportnet system is that some employees do not master Inaportnet technology, this will hamper ship document services and cause the company to pay more than it should to pay for human resources from outside who understand Inaportnet technology.

Keywords: Influencer, Mastery Inaportnet, Employee Performance, Smooth Service

INTRODUCTION

Indonesia as an archipelagic country consists of many islands and seas. The element of communication is located on the Asian continent, and earned the nickname as a maritime country (a country surrounded by seas and the sea as a source of life). Its strategic position is very beneficial for Indonesia in international trade so that it can be used as an opportunity that can be utilized by national shipping companies in developing their business. Therefore, the demand for good service is very important to support the business of transporting goods/services which has a big impact on the trading business. In general, it can be said that regular shipping is a reflection of a shipping policy that can harmonize the relationship between operators and users of sea transportation services, both in terms of service products and handling of goods. In this case each product has a different capacity and to satisfy various purposes including speed, safety, and costs. The concept that leads to choosing any product that can provide satisfaction is value, where the value itself is a consumer's estimate of the product's capacity to satisfy various goals.

But unfortunately, in the export - import transportation activities are currently still dominated by companies. This can be seen from the increase in shipping companies, both national and foreign, the consequence of which is the emergence of competition among shipping companies. For the smooth operation of loading and unloading of imports or exports, it is necessary for the carrier/ship owner as well as the customer/user of the goods delivery service. To realize this smoothness, in carrying out the activities of the shipping company, it can appoint agents at the port where the ships will visit to carry out activities. Procedurally, the shipping company appoints a general agent in a certain maritime capital in the country that will be visited by the ship in order to carry out loading and unloading activities. The general agent does not carry out the ship's activities directly, but points back to the port agent to handle the ship until the loading and unloading activities are completed. So that general agency companies that have been appointed as representatives can improve services to attract customers.

The port agent's task is to serve the ship and submit documents for when the ship has docked and left in the port area of PT. Pelindo II Banten Branch, Inaportnet is a system that combines, among others, a traffic and sea transportation information system, an online ship system, a seafarer certificate application, a port information system, and a port business entity system, PT. Benua Indah Gemaca is a ship agency that uses the Inaportnet service system. Mastering technology and communication is very important in document services with KSOP and other related agencies. The problem that arises with the implementation of the Inaportnet system is that some employees do not master Inaportnet technology, this will hamper ship document services and cause the company to pay more than it should to pay for human resources from outside who understand Inaportnet technology.

Research Objectives and Benefits

The objectives of this research are: To determine the effect of the importance of Inaportnet system skills on the smooth service of ship agency documents.

The benefits of this research are

To add wider knowledge and insight to increase knowledge about inaportnet and the services provided by shipping companies. It is hoped that it can increase knowledge and insight about ship agency services and how to provide good ship agency services and in accordance with consumer needs.

RESEARCH METHOD

Method Approach

PT. Benua Indah Gemaca Cabang Banten is a company engaged in ship agency which is in service to foreign ship service customers who enter the territory of Indonesia who appoint as general agent is not far from human resources, which in terms of providing good service also to minimize errors – errors that may occur while providing services. From the types of existing approaches, the author uses a quantitative approach. This is because the approach underlies scientific activities that seek to find the ultimate truth of every existing phenomenon, observational, systematic, and empirical activities.

Data Collection Techniques

Data is a record of a collection of facts. In everyday use, data means a statement that is accepted as it is. This statement is the result of measuring the observation of a variable whose form can be in the form of numbers, words, or images. In science (scientific), facts are collected to be processed to make the data into information so that it can be understood by the recipient. To obtain the results of the discussion of a problem, objective data and facts are needed to be observed. So that the information needed can be collected and verified, the authors collect data and information with data collection techniques as follows:

According to P. Joko Subagyo (2011:62) what is meant by observation is an observation that is carried out intentionally, systematically about social phenomena with psychological symptoms for later recording.

Data Analysis Techniques

In explaining the influence of ship agency performance on ship agency document services at PT. Benua Indah Gemaca Banten Branch, the author decided to use quantitative data. The analysis method used by the author is to use: Simple linear regression is based on the functional relationship of one independent variable with one dependent variable. Then the simple linear regression formula is as follows Simple Linear Regression Formula According to Sugiyono (2012:247):

Information:

y = Subject of the projected dependent variable.

X = Independent variable that has a certain value to be predicted.

a = constant value of Y if

X = 0.

b = The value of the direction as a predictor (prediction) which shows the value of increasing (+) or decreasing value (-) of the Y variable.

n = Number of pairs of observations / measurements. The values of a and b can be found with the following formula:

$$\alpha = \frac{(\sum Y)(\sum X^2) - (\sum X)(\sum XY)}{N\sum X^2 - (\sum X)^2}$$

$$= \frac{\sum XY (\sum) (\sum) _}{2 (\sum)^2 _}$$

Analysis Coefficient Correlation

This technique used for look for relationships and variables when the second data variable in the form of interval or ratio, and data sources from variable or more the is same. Formula coefficient correlation according to Sugiyono (2012:228) is as following: Formula used Product Moment Correlation (r) Description:

$$r_{xy} = \frac{n \sum XY - (\sum X)(\sum Y)}{\sqrt{\{n \sum X^2 - (\sum X)^2\}\{n \sum Y^2 - (\sum Y)^2\}}}$$

- Rxy = Coefficient correlation between variables X and
- YN = Amount subject
- X = Score of each item
- Y = Amount from item score

According to Sudjana (2005:72) Coefficient correlation is reject measuring for rate. Proximity connection Among variable X and variable Y. Coefficient value correlation this is at least -1 and at most +1.

Meaning:

- 1) If r = -1 or close to -1, means there is connection perfect negative or very strong Among variable X and variable Y.
- 2) If r = +1 or close to +1, means there is connection perfect positive or very strong Among variable X and variable Y.
- 3) If r = 0, or close to 0, means no there is connection or connection very weak Among variable X and variable Y.

Coefficient Determinant or Coefficient determinant

In Sugiyono (2013: 232) Analysis this used for knowing how many big contribution or influence from variable X to both increase and down variable Y with could use formula as following:

Description:

$$KP = r^2 \times 100\%$$

KP = Coefficient Value Determinant / Determinant r = Coefficient Value Correlation

Hypothesis Test

Determination existing hypothesis will tested in study this related with there is or whether or not connection Among independent variable and dependent variable, namely with use hypothesis zero (H0) and hypothesis alternative (Ha). Hypothesis zero is the hypothesis that states influence independent variable on dependent variable not significant, while hypothesis alternative is the hypothesis that states influence independent variable on the dependent variable is significant.

FINDINGS AND DISCUSSION

Data Description

Brief Company History

PT. Benua Indah Gemaca is a company that carries out export/import activities at the port and has considered experience in the shipping business and is engaged in sea transportation services, especially in the field of ship agency. PT. Benua Indah Gemaca is a shipping service company that provides services in terms of transportation of goods, especially bulk cargoes at home and abroad.

In this type of organization, there is a unity of command which means that each subordinate is only responsible for certain superiors. The following are the duties and responsibilities of the Head of Operations Section:

- a. Increase amount visit the ship.
- b. In charge of receiving information and taking notes timetable arrival and departure boat

- from General Agents.
- c. Prepare document or letter request service ship and goods to local Indonesian port (Pelindo).
 - d. Arrange his subordinates.
 - e. (Staff Operationals) for preparing a document or letter notification arrival and departure boat to agency harbor relate.
 - f. Supervise his subordinates (Operational Staff) while on duty in the field in the context of the process of docking or anchoring, taking ship documents and goods on board and supervising the process of loading/unloading ships during the port or anchorage area anchor anchor.

Analysis Profile Respondent

Type Sex

Following this is data type sex from employees of the operations division and port agency at PT. Benua Indah Gemaca Banten Branch, can be seen in form table:

Table 1. Respondent Data Based on Type Sex

Type Sex	Amount Respondent	Percentage (%)
Man	18	62.10 %
Woman	11	37.90 %
Total	29	100 %

Source: Questionnaire Results processed writer year 2021

Based on table 1, from results questionnaire as many as 29 respondents, who filled out sheet questionnaire type sex Men as many as 18 people with percentage of 62.10%, while type sex woman as many as 11 people with percentage 37.90 %. Could concluded that the respondent used sample based on type sex more many men.

Age Respondent

In accordance with the results of research that has been carried out, data was obtained regarding the age of the respondents. Where the age data obtained are respondents aged between 20 years and more than 50 years, it can be seen in table 3.2 below:

Table 2. Respondent Data Based on Age

Age	Amount Respondent	Percentage (%)
20-29 year	14	48.3 %
30-39 year	10	34.5 %
40-49 year	4	13.8 %
>50 year	1	3.45 %
Total	29	100 %

Source: Questionnaire results processed writer year 2021

Table 2 shows profile respondent based on 20-29 years old as much 14 people with percentage by 48.2%, aged 30-39 years as many as 10 people with percentage 34.5%, age 40 - 49 years as many as 4 people with percentage 13.8% and > 50 years old as much as 1 person with percentage 3.45%. From these data on could concluded that part big respondent 20 – 29 years old

Last Education

From the data obtained under this, can seen that background behind education owned by respondents is from Elementary School (SD) to with Bachelor (S3). For more clear could

seen in table 3.3 below this :

Table 3 Respondent Data Based on Last Education

Education Final	Amount Respondent	Percentage (%)
SENIOR HIGH SCHOOL	7	24.13 %
D3	7	24.13 %
S1	13	44.82 %
S2	2	6.82 %
Total	29	100 %

Source: Questionnaire Results processed writer year 2021

Based on table 3 education final respondent biggest i.e. S1 with amount respondents 13 people and with percentage 44.82% while education final other namely D3 as many as 7 people with percentage 24.13%, education the last high school as many as 7 people with the percentage of 24.13%, S2 as many as 2 people with percentage 6.82%, Could drawn conclusion that part big respondent have education last S1.

Working Time

For knowing the data of respondents at PT. Benua Indah Gemaca Banten Branch by classification long work, can seen in the table following this:

Table 4. Respondent Data Based on Length of Work

Long Working	Amount Respondent	Percentage (%)
< 2 year	1	3.45 %
2 - 5 year	8	27.58 %
6 - 10 year	17	58.62 %
11 - 15 year	2	6.9 %
16 - 20 year	1	3.45 %
Total	29	100%

Source: Questionnaire Results processed writer year 2021

Based on table 4.4 looks that respondents who worked < 2 years totaling 1 person with percentage 3.45%, 2 - 5 years totaling 8 people with percentage 27.58%, respondents who work for 6 – 10 years totaling 17 people with percentage 58.62%, respondents with 11-15 years old totaling 2 people with percentage 6.9%, respondents who work for 16 – 20 years totaling 1 person with percentage 3.45%. With thereby could drawn conclusion part big the respondent used sample already work at PT. The Beautiful Continent of Gemaca for 6-10 years.

Data Analysis

On Research this writer using Skill data employee as variable (x) and performance data employee to service document agency Boat as variable (y) at PT. The Beautiful Continent of Gemaca Banten branch.

Table 5. Answer Results Respond to Influence Skills Inaportnet Employee

No.	Variable InfluenceSkills (x)	Answer Respondent					Amount
		SS	S	RR	TS	STS	
1.	I capable operate the system computer	25	4	0	0	0	29
2.	Employee capable use inaportnet system	17	2	0	0	0	29
3.	Have a backgroundin the	15	14	0	0	0	29

	field informatics						
4.	Capable and fast understand to information which given company	10	15	4	0	0	29
5.	Minimize the occurrence error work	11	17	1	0	0	29
6.	Company use staff expert and experienced in field work	11	15	3	0	0	29
7.	Ensure activities walk in accordance with plan.	10	17	2	0	0	29
8.	Responsible answer with profession and To do in accordance procedure	15	13	1	0	0	29
9	Capable inform or convey goals company against parties which related.	13	14	2	0	0	29
10	I be polite to superior nor employee.	11	13	5	0	0	29
	Amount	153	134	18	0	0	290
	Percentage	52.8%	46.2%	6.2%	0	0%	100%

Source: Questionnaire Results processed writer year 2021

Table 6. Answer Results Respondent Against Employee Performance to Service

No.	Performance Service (Y)	Answer Respondent					Amount
		SS	S	RR	TS	STS	
1.	Table employee achieve the target company	10	17	2	0	0	29
2.	Company which work together confess satisfied to company our	15	14	0	0	0	29
3.	Employees work accordingly certificate of expertise which owned	12	14	3	0	0	29
4.	Achieved performance target company.	10	16	3	0	0	29
5.	I feel happy if results management I satisfy users service	11	17	1	0	0	29
6.	I always attempted work and To do management in accordance with standard operational management	11	17	1	0	0	29
7.	I'm always right there time.	13	14	2	0	0	29
8.	I follow the rules company, and apply it everyday.	10	15	4	0	0	29
9	Employees have levels presence which tall.	16	13	0	0	0	29
10	I look after document new if requested by the party company	12	16	1	0	0	29
	Amount	120	153	17	0	0	290
	Percentage	41.38%	52.76%	5.86%	0%	0%	100%

Source: Results Questionnaire processed writer Year 2021

Validity test and Reality test

Validity test is for knowing is tool measure that has arranged really really capable what to do measured. Test validity each item used item analysis, that is correlate each score each item with the total score which is amount each score item and value could seen in results management using the SPSS 25.0 program in the item total statistics table in the corrected item-total correlation column. Something statement declared valid if value of r - count which is the corrected item total correlation value is more big than r - table. For look for Thing this, author use method correlation bivariate pearson (Product Pearson 's Moment). Correlated

statement items significant with the total score shows these items capable give Support in uncover what do you want disclosed. Validity test results could seen in the table following:

Table 7. Validity Test Results Skills Employees (X) and Service Performance (Y)

No	Question	r count	r table	Note:
A. Influence Skills (X)				
1	I capable operate system computer	0.408	0.367	Valid
2	Employee capable using the system inaportnet	0.504	0.367	Valid
3	Have background behind in the field informatics	0.464	0.367	Valid
4	Capable and fast understand to information that given company	0.885	0.367	Valid
5	Minimize happening error work	0.654	0.367	Valid
6	Company use staff expert and experienced in field work	0.775	0.367	Valid
7	Ensure activity walk in accordance with a plan	0.772	0.367	Valid
8	Responsible answer with profession and do in accordance procedure	0.590	0.367	Valid
9	Capable inform or conveythe company's goals for related parties.	0.740	0.367	Valid
10	I apply polite to superior as well as employees.	0.695	0.367	Valid
B. Performance Service (Y)				
1	Employee capable reach target company	0.741	0.367	Valid
2	Company who work together confess satisfied with company our	0.546	0.367	Valid
3	Employee work in accordance certificate of expertise which is owned	0.621	0.367	Valid
4	Achieved target performance company.	0.543	0.367	Valid
5	I feel happy if results management I am satisfied user service	0.554	0.367	Valid
6	I always try to work and do management in accordance with standard management operations	0.454	0.367	Valid
7	I always present right time.	0.499	0.367	Valid
8	I follow rule company, and apply it every day	0.503	0.367	Valid
9	Employees have level presence which tall.	0.575	0.367	Valid
10	I take care of document new if requested company side	0.514	0.367	Valid

Source: Primary data processed by SPSS 25

Based on table above, can seen that all statement variable influence Skills Employees (X) everyone could represent variable that. Whereas in Service Performance statement document agency ship (Y) is entirely valid because score Correcte item-total Correlation more big compared to 0.367 and a valid questionnaire item can be made reference for study next. Test Reality. Reliability test aim for knowing is tool data collector basically showing accuracy, accuracy stability, or consistency tool the in disclose symptoms certain from group individual, though done at different times.

In determination level reliability something instrument research, by general reliability in range > 0.60 to 0.80 is good, as well as in range > 0.80 to 1.00 is considered very good (Santoso, 2001:227). For determine reliability to details the question variable conducted testing with SPSS 25.00 computer program with Cronbach's Alpha formula. Based on level reliability, coefficient test results reliability (ralpha) against second instrument tested variables could summarized in the table below this:

Table 8. Reliability Test Results

No	Variable	Cronbach's Alpha	Information
1	Skill Effect (X)	0.762	Reliable/High
2	Performance Service (Y)	0.735	Reliable/High

Source: Primary data processed spss 25

Based on table summary reliability test results above, cronbach's alpha value for Influence Skills Employee (X) is 0.762 and Service Performance document agency Ship (Y) is 0.735. This thing means that the map for all question items is reliable / high for variable influence Skills Inaportnet (X) and for Service Performance Variables agency Ship (Y) as stated by Santoso (2001). For ensure is second variable the have connection or no so could tested with analysis statistics. In study this writer will explain about influence Skills employee at PT. The Beautiful Continent of Gemaca Banten branch with method as following:

Analysis coefficient Product moment correlation

For knowing how connection Skills to performance so analysis test performed correlation. Based on result data research obtained from respondent, then if applied in formula will obtained results as following:

$$\begin{array}{lcl}
 N & = & 29 \\
 X & = & 1,279 \\
 Y & = & 1.262 \\
 XY & = & 55,970 \\
 X^2 & = & 56,823 \\
 Y^2 & = & 55,214
 \end{array}$$

Whole results the entered into the formula product moment correlation, then could seen result as following:

$$\begin{aligned}
 r &= \frac{n(\sum XY) - (\sum X)(\sum Y)}{\sqrt{(n(\sum X^2) - (\sum X)^2)(n(\sum Y^2) - (\sum Y)^2)}} \\
 r &= \frac{(29)(55.970) - (1.279)(1.262)}{\sqrt{((29)(56.823) - (1.279)^2)((29)(55.214) - (1.262)^2)}} \\
 r &= \frac{1.623.130 - 1.614.098}{\sqrt{(1.647.867 - 1.635.841)(1.601.206 - 1.592.644)}} \\
 r &= \frac{9.032}{9.032} \\
 r &= \frac{\sqrt{(12.026)(8.562)}}{9.032} \\
 r &= \frac{\sqrt{102.966.612}}{9.032} \\
 r &= \frac{10.147}{0.8901}
 \end{aligned}$$

From the calculation results above, it can be seen that the value of $r = 0.8901$ means that the influence of employee skills has a strong relationship with the ship's agency document service performance process and is positive, meaning that if the performance is good, the clearance process will be smooth and fast.

Analysis Regression linear Simple

To determine the effect of employee skills (variable x) with service performance of ship agency documents (variable y) a simple linear regression analysis will be carried out using the formula:

$$Y = a + bX$$

Where to find out the value of a and b used the formula:

$$a = \frac{\sum y - b \sum x}{n}$$

$$b = \frac{n \cdot \sum xy - \sum x \cdot \sum y}{n \cdot \sum x^2 - (\sum x)^2}$$

So will obtained results as following :

$$b = \frac{(29)(55.970) - (1.279)(1.262)}{(29)(56.823) - (1.279)^2}$$

$$b = \frac{1.623.130 - 1.614.098}{1.647.867 - 1.635.841}$$

$$b = \frac{9.032}{12.026}$$

$$b = 0.7510$$

$$a = \frac{\sum y - b \sum x}{n}$$

$$a = \frac{1.262 - (0,7510) (1.279)}{29}$$

$$a = \frac{1.262 - 960,529}{29}$$

$$a = 10,3955517$$

$$a = 10,395$$

In the above calculation the B value at Constant (a) is 10.395 while the Performance value (b) is 0.751 so that the regression equation can be written:

$$Y = a + bX$$

$$Y = 10.395 + 0.751 X$$

The coefficient b is called the coefficient of regression direction and expresses the average change in the Y variable for each change in the X variable by one unit. This change is an increase when b is positive and a decrease when b is negative. So from this equation it can be translated:

- a. The Y constant of 10.395 states that if there is no employee skill value, the service performance value is 10.395.

b. The X regression coefficient of 0.7510 states that for every addition of 1 Competency value, the value increases by 0.7510.

Which means that the coefficients of X and Y are directly proportional, that is, if skills increase, the service performance process will be smooth and fast.

Coefficient of Determination Analysis

To measure the contribution of variable X to the rise and fall of variable Y can be searched by the formula:

$$KP = 2 \times 100\%$$

$$KP = 0.89012 \times 100\%$$

$$KP = 0.79 \times 100\% \quad KP = 79 \%$$

The calculation results above explain the magnitude of the correlation or relationship (R) value of 0.8901 and the percentage of the influence of the independent variable on the dependent variable is very strong above 0.800 - 1.00 which is the result of squaring R. From the results of the above calculation, the coefficient of determination (R²) of 79% which implies that the influence of the independent variable (Effect of Employee Skills) on the dependent variable (Service Performance) is 79%, while the remaining 21% is influenced by other variables. The correlation between employee skills and service performance is significant.

Test Hypothesis

This is done by comparing the value of t count with t table. To know t count used formula as following:

$$t \text{ count} = \frac{r}{\frac{1-r^2}{n-2}}$$

$$t \text{ count} = \frac{0.8901}{\frac{1-0.79}{27}}$$

$$t \text{ count} = \frac{0,8901}{0,088}$$

$$t_{\text{count}} = 10.1147$$

While the results from the table:

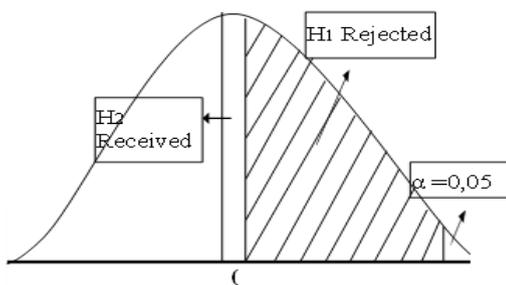
$$t_{\text{table}} = (a = 0.05; df = n - 2) \quad t_{\text{table}} = (a = 0.05 ; df = 29 - 2) \quad t_{\text{table}} = (a = 0.05 ; df = 27)$$

$$t_{\text{table}} = 1.70329$$

Because the value of $t_{\text{count}} > t_{\text{table}}$ ($10.1147 > 1.70329$) then H1 is rejected and H2 is accepted. This means that there is a strong influence between employee skills (variable X) on the performance of ship agency document services (variable Y). This hypothesis can be described in the following curve:

Normal Curve Hypothesis Test

Figure 1 Kurva Normal Uji



$t_{table} = 2.05183$ $t_{count} = 10.1147$

From the picture above, the following statistical hypothesis applies:

$H_1: = 0$ (no relationship)

$H_2: = 0$ (there is a relationship)

From the picture of the curve of the results of hypothesis testing above, it turns out that t_{count} is in the rejection area, then H_1 is rejected and H_2 is accepted so there is a relationship between the influence of employee skills on the performance of ship agency document services, it can be concluded that the skills possessed by each employee of PT. Benua Indah Gemaca Banten branch, has a significant and positive influence on the performance of employees.

Solution to problem

Before the author arrives at solving the problem, first, he conveys several problems as follows:

1. It can be seen from the analysis above that the influence of employee skills is very strong on the performance of ship agency document services by 79%.s
2. While the remaining 21% the influence of skills is influenced by other variables not examined by the author.

So the author has an alternative problem solving as follows:

- a. Increased mastery of the inaportnet system for employees of PT. Benua Indah Gemaca Banten branch by participating in socialization / seminars about inaportnet.
- b. Improving quality and competent human resources by developing the skills and abilities of PT. Benua Indah Gemaca Banten Branch conducts education and training (DIKLAT).

By implementing alternative problem solving, it is hoped that it can improve the skills and mastery of inaportnet for employees so that the performance of document services at PT. Benua Indah Gemaca, and achieved better work activities, as expected. To achieve all that is expected to go well, it is necessary to have the sincerity of all parties to carry it out with full responsibility.

The following is an evaluation of the problem solving that has been described previously, as follows:

Increasing mastery of the inaportnet system for employees by participating in socialization / seminars about inaportnet.

That is a preventive measure taken so that employees do not take actions that are lacking or undisciplined in attending seminars / socialization.

- a) This preventive action can be done by providing motivation, giving an encouragement so that employees are always disciplined in attending seminars / socialization. This motivation can be done by: Approach and improve welfare for employees; Provision of

firm and clear regulations regarding work regulations for employees and the sanctions that will be received by employees if they violate the rules that have been set.

- b) Persuasive Action. Persuasive action is a form of social control that is carried out by persuading or directing individuals or communities to comply with applicable values and norms. actions taken by agency leaders against employees who have taken undisciplined actions while working. By increasing the discipline and responsibility of employees in attending seminars / socialization inaportnet can increase knowledge about inaportnet so as to improve the performance of document services at PT. The Beautiful Continent of Gemaca.

Improvement of qualified and competent employees by developing skills and abilities of employees through education and training.

The participation of employees in participating in the training has not been maximized. Most of the training was attended only by Managers and Division Heads, so not all employees were able to participate in the training. Of course, by receiving more training, their abilities and knowledge will differ from those of employees who receive little training. That the purpose of holding the training is to develop skills so that work can be completed quickly, develop knowledge so that work is completed rationally, and develop attitudes to create a willingness to cooperate between fellow employees and management (leaders).

CONCLUSION

Based on research conducted writer at PT. The Beautiful Continent of Gemaca Banten branch, then writer interesting conclusion, that is Based on this show that performance employees at PT. The Beautiful Continent of Gemaca branch Banten, already are in the good and satisfactory category The constant Y of 10.395 states that if no there is Skills inaportnet so score performance service of 10,395. Coefficient regression X of 0.7510 states that every add 1 value competence, then score increase of 0.7510 and results analysis about connection Skills employee (X) against performance service document agency ship (Y) with use analysis coefficient correlation (r) = 0.8901. With the value of $r^2 = 0.79$ shows that influence Skills employee very strong to performance Service document agency boat by 79%, the remaining 21% is caused by other variables that do not researched by the author.

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