

The Employee Welfare Program in PT. Royal Coconut Gorontalo District

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Abstract. *The purpose of this study was to determine the employee welfare program in PT. Royal Coconut Gorontalo district. The method used was qualitative, data was collected through observation, interviews and literature studies. The number of informants was 20 people. The data obtained relates to the welfare of the employees of PT. Royal Coconut, Gorontalo District, which was then analyzed through categorization and data reduction. The results showed that the theory put forward by Hasibuan about the types of welfare programs when compared with the welfare programs implemented at PT. Most of Royal Coconut is still not in accordance with what is happening in the field due to the fact in the research location that the employee welfare program has not been maximally implemented in terms of economics such as pension, food and transport fees. In terms of facilities such as arts, education funds, and cooperative activities and in terms of services such as pickups, babysitting, legal assistance, financial advisors, insurance and home loans, as well as free health clinic services in companies, they still tend to be limited due to insufficient supply of medicines and doctors and nurses who are often not in the clinic during employee working hours. From the results of the study concluded that the employee welfare is not good because PT. Royal Coconut has not implemented maximum employee welfare services in terms of economy, facilities, and welfare services.*

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INTRODUCTION

Companies and employees essentially need each other, employees are company resources because without human resources the company will not be able to run, so employees cannot support their welfare without the company as a place to earn a living as well as the implementation of their own disciplines. So, employees must pay attention to their welfare so that the company does not only demand employee obligations with various kinds of workloads, as well as employees who do not only claim their rights but work and responsibilities as employees are not completed. However, there are still companies that pay less attention to their employees so that the level of spiritual and physical welfare of employees has not been fulfilled and they lose motivation, are lazy, and seem to be not doing well. So they assume that no matter how hard they work, the company doesn't care about them, let alone to provide them with decent welfare and rewards.

The importance of employee welfare is to keep employees from moving to other companies, increase motivation and morale, and increase employee loyalty to the company (Manzoor, 2012). To retain these employees, welfare / complete compensation / fringe benefits should be provided. The welfare provided is very meaningful and beneficial to meet the physical and mental needs of employees and their families. Efforts made to maintain and improve the physical and mental condition of employees so that morale can increase is through employee

welfare programs that are formulated based on legal regulations, based on fairness and fairness and guided by the company's capabilities (Gabriel & Aguinis, 2022; Mani & Mishra, 2020).

Coconut flour manufacturing company, also known as PT. Royal Coconut has an important role in economic development in the private sector both in the fields of production and distribution, as well as providing welfare to labor for the efforts to achieve company goals, many problems faced by management are not only found in raw materials, work tools, production machines, money and the work circle only, but also concerning the employees (human resources) who manage these production factors. However, human resources (employees) themselves as production factors, like other production factors, are inputs that are processed by the company to produce output (Piwowar, 2021; Gerhart & Feng, 2021; Ali & Anwar, 2021).

In fact, there are still many employee welfare programs that have not been implemented by PT. From an economic point of view, Royal Coconut, the facilities and services provided by the company include: first, from an economic point of view such as the unavailability of pension money for employees because the company is still in a contract system, food and transfer fees are borne by each employee, so that it is burdensome for the employees' financial burden, moreover, the food and transport money is included in the employee's salary slip, even though they don't get it. Second, in terms of facilities such as art facilities, education funds and cooperatives that are not provided by the company. Even though some employees really hope if this is provided for them in order to increase their morale. Third, free health services for employees and their families in the form of Jamsostek who have switched to BPJS, but the health services provided to employees are not sufficient and equitable and have not been fully felt by employees. In addition, even though there is a free health clinic, there are no doctors who treat employees at the clinic. Moreover, the medicines provided tend to be limited. The most important thing that employees of PT. Royal Coconut is a matter of family allowances, free health for their families, education funds, indirect compensation that can support their welfare.

However, if it is viewed from the perspective of wages for employees, basically it is in accordance with UMP standards and is based on the Law of the Republic of Indonesia No. 13 of 2003 concerning Worker Welfare. Basically, it is difficult to measure the level of employee welfare because of dissatisfaction with the wages given by PT. Royal Coconut is derived from each individual, economic factor is the reason for some employees to say that they are not satisfied with the wages they get based on UMP alone. Thus, to cover some of the dissatisfaction, PT. Royal Coconut provides welfare services to employees so that their loyalty and work motivation remain stable. The provision of welfare is an additional allowance for employees, both material and non material (Gumilar et al., 2021; Hilgeman & Butts, 2009).

The employees also said that the employee welfare provided by the company PT. Royal Coconut in the form of educational assistance funds that have not been implemented, financial assistance and social assistance is not good or maximal, so this will reduce their productivity and job calm. The expectations of employees who work at the company should be achieved so that the employee welfare program can be useful and promote effective company goals and does not violate government regulations and provide peace and fulfillment of the needs of employees and their families. This encourages the author to find out why the welfare of the employees of PT. Royal Coconut is not good yet. Therefore, the authors are interested in researching about.

"Employee Welfare of PT. Royal Coconut Gorontalo District".

Based on the existing phenomena, the problem statement in this study is why the welfare of the employees of PT. Is Royal Coconut Gorontalo Regency not good? with the aim of research to find out and analyze why the welfare of employees of PT. Royal Coconut Gorontalo District. According to Hasibuan (2007) employee welfare is a complete remuneration of material (salary, allowances) and non-material (in the form of job satisfaction and awards) given by the company based on policy. The goal is to maintain and improve the physical and mental condition of employees so that productivity increases.

The importance of the welfare program given to employees in order to improve employee work discipline as stated by Hasibuan (2007) is:

"Providing welfare will create calm, morale, dedication, discipline and loyalty to the company so that labor turnover is relatively low."

With a sufficient level of welfare, they are calmer in carrying out their duties. With this calm, it is hoped that employees will be more disciplined. The objectives of the employee welfare program according to Hasibuan (2007) are: (a) To increase employee loyalty and interest in the company. (b) Provide peace and fulfillment of the needs of employees and their families. (c) Motivating work passion, discipline and employee productivity. (d) Lowering the absentee level. And labor turn over. (e) Creating a good and comfortable work environment and atmosphere. (f) Helping the smooth execution of work to achieve goals.

Employee Welfare Program

Various types of welfare programs for employees, as stated by Hasibuan (2007) in the following table:

Table 1. Types of Employee Welfare

No	Economical	Facilities	Services
1.	Retirement money	Worship Place	Health
2.	Meal allowance	Cafeteria	Pickup Car
3.	Transport fees	Sports	Babysitting
4.	Holiday allowance	Art	Legal Aid
5.	Bonus	Education	Financial Advisor
6.	Mourning money	Paid Leave	Insurance
7.	Official clothing	Cooperative	Home Loans
8.	Medical expenses	Permission	

Source: Malayu S.P. hasibuan, Human Resource Management

Other forms of employee welfare programs within the company can be in the form of education assistance funds, financial assistance, and social assistance. As stated by Siagian (2003), states that: "in an effort to encourage productivity and work peace of its employees, the company provides certain services to its employees, payments beyond wages and salaries and various side benefits. These services are generally provided, including educational assistance, financial assistance and social assistance.

According to Rivai (2011), compensation is something that employees receive as a substitute for their service contribution to the company. The provision of compensation is one of the executing functions of human resource management which deals with all types of giving individual awards as an exchange in carrying out organizational tasks. According to Article 1 paragraph 30 of Law no. 13 of 2003 concerning Manpower, Wages are the rights of workers laborers that are received and expressed in the form of money as compensation from employers or employers to workers/laborers who are determined and paid according to a work agreement, agreement or statutory regulation, including allowances for workers laborers and their families for a job or service that has been or will be performed. According to Rivai (2011) wages can be defined as fair and proper remuneration given to workers for their services in achieving organizational goals. Wages are direct financial rewards paid to employees based on working hours, the number of goods produced or the number of services provided.

METHODS

This study used a qualitative research design. The focus is on a comprehensive description of the Welfare of the Employees of PT. Royal Coconut Gorontalo District. Qualitative methods are research procedures that produce descriptive data in the form of written or spoken

words from people and observable behavior. In other words, this research is called qualitative research because it is research that does not make calculations.

This study intends to understand the phenomena experienced by research subjects by means of descriptions in the form of words or language or observable behavior. The reason for using qualitative methods is because this study seeks to find answers to questions related to the welfare of the employees of PT. Royal Coconut Gorontalo Regency which requires descriptive answers, which describes the facts about the problems being studied as they are followed by rational interpretation of various findings in the field as well as analyzing all conditions in the research location.

The focus of this research is the welfare of the employees of PT. Royal Coconut Gorontalo District. As for those who became informants at PT. The number of Royal Coconut in Gorontalo Regency is 20 people consisting of leaders, General Managers, supervisors, informants, and daily, monthly, and wholesale employees.

The data collection technique used in this research is observation, namely observation which includes the activities of focusing attention on an object by using all the senses. This is done to determine the welfare of the employees of PT. Royal Coconut Gorontalo District. In-depth interviews are conversations between researchers and informants who are at PT. Royal Coconut, Gorontalo District, by asking questions to informants in order to obtain information both verbally and nonverbally. Literature study (library research) is library research by reading books related to this research.

In accordance with the research methods and data collection techniques used in this study, to analyze the data that has been collected from the field, the analysis technique used is qualitative analysis. Using data reduction which is done by summarizing qualitative data in various forms, data reduction here includes the process of selecting, simplifying, abstracting and transforming raw data in the field notes. Data display, organized collection of information. This data display is usually in the form of narrative text, matrix, table or chart. The data analysis phase ends with making conclusions.

RESULTS AND DISCUSSION

Employee Welfare Program

Basically the income or daily / monthly wages of workers / employees imposed by PT. Royal Coconut, North Minahasa Regency is in accordance with the UMP stipulated by the Government in the Manpower Act No. 13 of 2003 where their wages are set at IDR. 2,500,000 / 25 working days or IDR. 100,000 / day.

Regarding labor social security or worker welfare, it has been regulated in Law No. 13 of 2003 concerning Manpower, states that every worker / laborer and his family has the right to obtain labor social security. In this study, several employee welfare program services provided by PT. Royal Coconut has not been fully effective, as stipulated in the Manpower Welfare Law, because the facilities provided by the company are still limited to employees. The only facilities available are family planning services, sports facilities, places of worship, and health. Even then, the health facilities provided tend to be limited considering that the company is still in a contract system or all assets in the company are still under a contract system. The scope of social security arrangements for workers / employees of PT. Royal Coconut includes; (a) Work Accident Insurance, (b) Death Guarantee, (c) Health Election Guarantee.

In this research, the researcher found several main problems in the field of manpower in the company where health and safety guarantees were not paid much attention to by PT. Royal Coconut where some employees complain about safety protection issues or employee risks at work, especially perer and sheller employees who are blue collar employees where their work requires fairly good skills and the job is very risky because they peel the shell skin using a sharp knife and have to do it quickly in order to achieve the stripping target of 2400 coconuts.

Another problem is the problem of inadequate health facilities or in other words the supply of medicines for sick employees is still very minimal, so the health services provided by the company are not very good. Not to mention that health services only apply to employees themselves, not to employees' families. This makes the work productivity of the employees who work at the company decrease. However, due to economic demands, they continue to work at the company to support the welfare of their family. Workforce social protection and labor technical protection are part of the employee welfare which is considered by the company PT. Royal Coconut in order to meet the needs of employees and their families because basically employees have various kinds of needs in order to improve their welfare. As for the welfare programs implemented at PT. In terms of economics, Royal Coconut, as follows:

In this study, several employee welfare programs provided by PT. Royal Coconut is not doing well as stipulated in the Manpower Welfare Law No. 13 of 2003, because the facilities provided by the company are still limited for employees. The only facilities available are family planning services, sports facilities, places of worship, and health (World Health Organization, 2003). Even then, the health facilities provided tend to be limited considering that the company is still in a contract system or all assets in the company are still under a contract system.

The health services provided are very limited even though free health clinics and nurses have been provided, but the supply of medicines is very limited (Saraceno et al., 2007; Uzochukwu et al., 2004). Employees complained that the provision of health insurance (Jamsostek) which was changed to BPJS was evenly distributed and not so clear because the government program was not fully known by the employees who worked at the company. In addition, several forms of employee welfare services that have not been implemented include pickup cars, babysitting, legal assistance, financial advisors, insurance and home loans, education funding assistance, food allowances and transportation fees. This is expected by the employees of PT. Royal Coconut to be implemented immediately in order to increase their work productivity and fulfill their needs and improve their welfare.

This research survey thus brings in to light the following gaps in the implementation of the Employee welfare programs in PT: Some organizations, namely Royal Coconut of North Minahasa Regency, do not meet those standards, mostly as compared with the Indonesian Manpower Law No. 13 of 2003. While the company pays minimum wages to its employees, an enhanced range of welfare services which include overall health care services, employment insurance, and other privileges like transport and food facility also suffers from inadequacy (Clemens, 2021; Martins, 2021; Derenoncourt et al., 2021). Such inefficiency is not a rarity in organisations with such operational restrictions as are common in contractual organisations where assets and resources are somewhat restricted. But this study stresses the paramount importance of welfare measures as a strategic imperative that need to be accorded high priority in order to ensure optimum productivity and high levels of satisfaction among employees in the workplaces (Saraceno et al., 2007; Uzochukwu et al., 2004).

Compared to the literature of the utility of EPWG, outside literature for employer-provided EWP identified the necessity of the multi-dimensional approach as part of which not only economic but also psychological and social elements ought to be included in order to improve the general state of well-being of employee (Manzoor, 2012, Hasibuan, 2007, Cooper & Dewe, 2004). Therefore, this investigation enriches the existing literature by presenting a fine instance of the detrimental effects that partial compliance with welfare standards holds as a result of creating considerable dissatisfaction among the employee base and decreasing the overall productivity and increasing turnover risks (Osiyevskyy et al., 2020; Crouch et al., 2021; Yang et al., 2020). Unlike other research works that have featured the advantages of proper welfare policies, this work considers the effects of poor provision of welfare policies and their implications on the morale status and productivity of the employees.

Thus, this study contributes to plugging those gaps and offers important information for both PT. Royal Coconut and the like organization. This makes it important to provide welfare

facilities not only those that are legal requirements but those that can make employees to happy to remain with the employer (Reich, 2020; Jordahl & Bilx, 2021; Walker et al., 2021; Fernandes et al., 2021). This paper recommends that an increase of welfare services extending coverage to the employees' families, improving safety, or providing extra incentives like scholarships will notably increase its output and effectiveness. This approach is coherent with the most recent theoretical approaches to the human resources management, which suggests improved respect towards other worker to achieve sustainable business success in the long-term (Rivai, 2011; Hilgeman & Butts, 2009; Stahl et al., 2020).

CONCLUSION

Based on the results of research at PT. Royal Coconut, North Minahasa Regency, in general it can be concluded that the ineffective employee welfare program is caused by PT. Royal Coconut has not implemented maximum employee welfare services in terms of economy, facilities and welfare services. Employee welfare in the form of allowances such as: pension allowance, education fund allowance, insurance, transport allowance, meal allowance, and cooperatives are things that are not applied by PT. Royal Coconut. Providing welfare to employees of PT. Royal Coconut is still very minimal, even though it is stated in Law No. 13 of 2003 concerning Manpower that "to improve welfare for workers / employees and their families, entrepreneurs are required to provide welfare facilities.

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