

# Analysis Of Benefit Level Among Employees Receiving Institution Of Social Security Employment At Hoffment Cleanindo Persero Surabaya

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## Article history:

Received: 2024-07-05

Revised: 2024-08-08

Accepted: 2024-08-15

Published : 2024-08-27

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## Abstract

This research aims to determine the extent to which social protection benefits contribute to maintaining the welfare of employees at Hoffment Cleanindo Persero Surabaya as users of the Institution of Social Security Employment (ISSE). The objective of this research indicates that increasing awareness and benefits are crucial to helping employees feel better and assisting the company in maintaining stability. The author employed a descriptive data analysis model supplemented by on-site observations. Interviews with employees and company executives were conducted, and direct observations were made. The collected data will be presented in graphical form with systematically structured explanations. The discussion findings reveal disparities and differences in perception between employers and workers. This research aids in identifying necessary improvements or changes to meet the needs and expectations of employees. The findings will provide better insights into how employees perceive, experience, and expect benefits from the ISSE program, thereby ensuring their welfare. The author recommends that with the ISSE program, employees can increase their awareness, and companies can pay more attention to the ISSE program to achieve the desired welfare for both employees and the company.

**Keywords:** Employee Welfare; ISSE; ISSE services; Social Security Benefits

## 1. Introduction

Managing employee welfare is crucial for the sustainability and performance of a company (Sabil et al., 2023). The ISSE Program serves as a vital tool amidst the demand to provide social protection and security to employees. Hoffment Cleanindo Persero Surabaya, a company providing cleaning services in Surabaya, is responsible for ensuring the health of its employees. The company is also accountable due to its service standards. As a responsible employer, Hoffment Cleanindo Persero Surabaya is tasked with managing the implementation of the ISSE system to ensure excellent customer service and achieve corporate objectives. However, not only Hoffment Cleanindo Persero Surabaya applies excellent service, but ISSE also implements public service standards for employees at Persero.

Apart from ISSE policies for the entire operation in providing employment-related social security, each assurance strives to increase team member welfare. However, the implementation can also lead to issues. Issues faced by employees in the cleaning service at Hoffment Cleanindo Persero Surabaya is (i) the perceived level of benefits by ISSE beneficiaries and (ii) constraints faced by employees in accessing ISSE. Thus, considering that many jobs at Hoffment Cleanindo Persero



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Surabaya involve accident risks, effective preventive measures are needed to reduce barriers impacting team member welfare.

According to (Mayhana & Siti, 2023), workplace accident rates and work-related illnesses in Indonesia continue to rise annually. Various risks and potential hazards, such as exposure to harmful chemicals or physical strain from repetitive tasks, can occur during work, both within and outside the workplace, resulting in physical injuries or even fatalities. Due to these negative impacts, business productivity can be hindered, causing significant losses, which concerns labor, families, and businesses. Given the importance of health, safety, and welfare, every employee has the right to protection. Therefore, it is the government's responsibility to provide social security to the community, as stipulated in Law Number 40 of 2004 on the National Social Security System (SJSN), further refined by Law Number 24 of 2011 on the Social Security Organizing Agency ISSE to provide optimal protection for employees. Therefore, each employer must gradually register themselves and their employees as BPJS participants under the respective Social Security programs they follow.

An essential means of providing social protection to employees, particularly in the cleaning service sector, is through the ISSE program, which provides financial security to employees and their families by guaranteeing against work accidents, illnesses, disabilities, and death—however, a comprehensive evaluation of the benefits enjoyed by Hoffment Cleanindo Persero Surabaya employees must ensure the program functions effectively and yields optimal results (Akbar et al., 2019; Lestari & Hirawati, 2021). To enhance team member welfare and maximize the benefits of the ISSE program, initiatives such as increasing awareness and educating employees about the benefits they receive, promoting benefits commensurate with the risks in the cleaning service sector, developing additional team member welfare programs such as occupational safety training and easier access to healthcare services, and cost reductions are essential. Therefore, companies can prioritize team member welfare to maintain productivity, service quality, and business sustainability in this risky sector.

Based on previous studies focusing on the socialization of the ISSE Program to students and students, especially in Surabaya, to increase knowledge as well as awareness of related brand knowledge and ISSE program awareness (Mayhana & Siti, 2023), socialization of the ISSE as a process of disseminating information related to the benefits of ISSE programs (Aseandi, 2024). The purpose of the research conducted by the author is to analyze the effectiveness of Hoffment Cleanindo Persero Surabaya's social protection is in maintaining the welfare of its employees using the ISSE system by looking at the level of benefits received by employees registered with ISSE. Thus, companies can see the importance of maintaining team member welfare and minimizing constraints in the workplace, especially at Hoffment Cleanindo Persero Surabaya, as an industry, that often practices in potentially hazardous work environments that require special attention to safety and occupational health. The results of this research are expected to serve as the basis for corporate policy changes related to managing workplace accident risks and improving overall team member welfare.

## **2. Method, Data, and Analysis**

Research plays a crucial role in the development of science; it is an essential component of knowledge. According to (Feny Rita Fiantika, 2022), developing and safeguarding research is paramount in science. In situations like this, the function of research can make science more modern, sophisticated, and relevant to society. As human development progresses, science will continue to evolve as long as humans exist and thrive in this world, resulting in many new phenomena. New scientific knowledge created through research with appropriate methodologies is vital for understanding various new phenomena. Therefore, qualitative research methods are essential for the advancement of science.

In this scientific journal, the author utilized an interactive data analysis model developed by Miles, Huberman, and Saldana. Data condensation, presenting data, drawing conclusions, and verifying data are integral parts of this model (Miles et al., 2014). Data condensation is performed by selecting, focusing, simplifying, abstracting, and transforming data found in field notes or research findings. Part of the data selection process involves determining more significant and pertinent elements to provide more structured data to the researcher. This research was conducted by collecting data at the research site, which was then processed and analyzed.

The author also conducted observations at the research site, thereby obtaining data through interviews with staff and several supervisors in the company and document analysis observations. The questions asked were aligned with the objectives or dimensions focused on in the discussion, utilizing the Five GAP theory according to Parasuraman, Zeithaml, and Berry (1985) (Mustofa et al., 2020), which addresses gaps in service issues. This research was conducted at Hoffment Cleanindo Persero Surabaya, located at Jl. Jemur Andayani Kav. 50 Ruko Permata Blok D, 103-104 Surabaya. Several observations were also conducted to support the completeness of the data.

The collected data will be presented in graphical form, followed by narrative explanations. Conclusions will be drawn based on the data results and indicators. With this explanation, the researcher can analyze data systematically and structurally, following procedures adapted from the theories of Miles, Huberman, and Saldana. The results will lead to a straightforward and easily understandable discussion

### **3. Results and Discussion**

Analysis is a systematic process for collecting, analyzing, and interpreting data by determining the impact, benefits, and costs of an activity, project, or policy. We can analyze and assess various economic, social, and environmental aspects. A comprehensive understanding of benefit analysis is an approach that can measure and evaluate the benefits received by individuals, organizations, or communities from an action, project, or policy ((USAID)., 2021). Benefit analysis evaluates the quality and quantity of benefits received, comparing costs and benefits to assess the activity's effectiveness and efficiency. We can measure the benefit analysis of a program or policy based on the level of satisfaction and happiness felt by the community or employees already affected by the program. According to Jeremy Bentham (E. Pratiwi et al., 2022), there is a process to maximize disclosure, which in this case involves maximizing happiness, gain, and benefit for the same or a possible number of people and conditions.

In the context of an analysis of the level of benefits related to the ISSE program for employees, which involves the evaluation of various factors affecting their well-being and safety, the employees' perceived benefits from participating in the BJS employment program receive special attention. (Situmeang et al., 2023). This analysis includes an assessment of coverage, including health insurance, occupational accident protection, retirement benefits, and the extent to which the program provides employees peace of mind in relation to social security at work. According to Article 37, Paragraph 2, of Act No. 40 of 2004 on the National Social Security System, Jamsostek annually determines the number of benefits from BPJS's employment program, which is based on the company's accumulation of employees' salaries (Fahrani et al., 2022). This approach aims to demonstrate the extent to which the Employment BPJS program has improved employees' financial well-being and security, for instance, by [specific examples of financial benefits or security measures], while also enhancing their protection against workplace hazards.

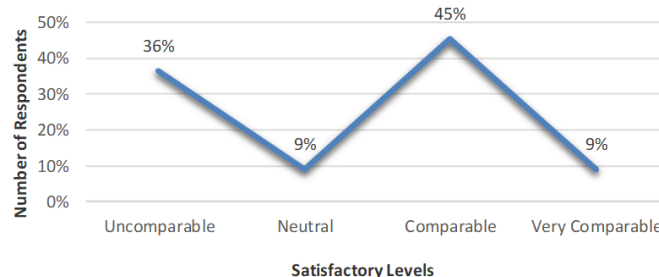
All jobs, whether formal or informal, are full of risk. Therefore, ISSE offers four comprehensive protection programs to maintain the well-being of its employees (Vera, 2021). These programs include [specific details about each program]. Essentially, every worker requires a sense of comfort in their work environment to maintain their motivation and productivity. According to Abraham Maslow's hierarchical need theory, the article explains, "Everyone seeks to meet five basic needs, among others: physical needs, security needs, ownership needs, self-esteem needs, and actualization needs." The journal (Luhur, 2019), highlights several aspects of the Labour Social Security Program. (i) providing basic protection to meet the minimum living needs of workers and their families, and (ii) giving rewards to employees who have dedicated their spirit to the company where they work. Thus, the program ensures that participants receive health benefits and additional money in the event of an accident or occupational illness. Accidents that occur during a working relationship, including accidents on the road from home to work or otherwise and diseases caused by the work environment, are known as work injuries.

#### **ISSE services have significant benefits for the employees of Hoffment Cleanindo Persero .**

Today, Indonesia's labour force is in enormous need of social security to make them more focused on completing their jobs. That will improve worker health and help families in accidents. To show its

gratitude to the Indonesian workforce, the government provides them with social security in the form of employment. Any company or organization can hire its employees. Thus, the employment program will ensure protection, give workers a sense of security, and enable them to focus more on increasing their enthusiasm and productivity. The author will publish the results of an interview using the GAP theory of Parasuraman, Zeithaml, and Berry (1985) (Mustofa et al., 2020). Employees in Indonesia currently greatly need social security to make them more focused on completing their work. That will enhance team member welfare and assist their families in cases of work-related accidents. To express gratitude to employees in Indonesia, the government provides social security through the ISSE program (Bazarah et al., 2021; Riani, 2021). This program is extended to workers employed in any company or organization, aiming to ensure protection, provide a sense of security to employees, and allow them to concentrate more on boosting their morale and productivity in the workplace. The following is the result of an interview to be elaborated using the GAP theory by Parasuraman, Zeithaml, and Berry (1985) (Harminto et al., 2021; Mustofa et al., 2020) by the author.

**EMPLOYEE SATISFACTION GRAPH OF PT. HOFFMENT CLEANINDO REGARDING BPJS EMPLOYMENT BENEFITS**



Source: Research, 20th June 2024

The above graphical data shows that the benefits of ISSE yield varied results out of 18 employees at Hoffment Cleanindo Persero, the author, obtained responses from 11 employees (61%) willing to participate in this research. Among them, one team member (9.1%) felt very matched, five employees (45.5%) felt matched, one team member (9.1%) felt neutral, and four employees (36.4%) felt not very matched. Therefore, the five dimensions of the GAP model by Parasuraman, Zeithaml, and Berry (1985) (Amirul et al., 2020) in the context of service can explain the relationship between the graphical data on Essentially, the employment protection provided by the government aims to cover all employees in both formal and informal sectors, with a primary focus on formal sector employees (Armanita et al., 2023). This protection (Yusrizal, 2023) aims to safeguard the fundamental rights of workers, ensuring equal opportunities and non-discriminatory treatment to enhance their well-being. Expectations and Management Perceptions (Mustofa et al., 2020; Sundoro et al., 2023) namely, employees' or customers' expectations regarding the benefits (Harahap et al., 2023) of ISSE may not be fully met as discussed.

Eleven of 18 employees answered the Google Form, and four stated that they were dissatisfied with the benefits they received. Their dissatisfaction is a significant factor that needs to be addressed. They may have expected greater benefits from this program but did not meet their expectations. This can be observed through the analysis of the 5 dimensions; specifically, regarding the gap between Service Quality Specifications and Management Perceptions, ISSE management may have established service standards, but employees' perceptions of the service may differ. Dissatisfied employees may feel that their benefits are not as aligned with their expectations as found in the research (Wantu et al., 2022). The gap between Service Quality Specifications and Service Delivery, in this case, although ISSE service quality standards may be well-designed, they may not be effectively implemented when providing services to employees. This can result in discrepancies between what the program promises and what employees experience. Understanding and addressing these issues is crucial for improving employee satisfaction and the overall effectiveness of the ISSE program.

The gap between Service Delivery and External Communication presents an opportunity for improvement. By aligning employees' opinions about the program's benefits with what ISSE communicates to others, the program can enhance employee satisfaction. As for the gap between

Expected Service and Experienced Service, it offers a chance to bridge the disparity. If employees say that ISSE benefits are very matched, they may have received service that meets their expectations, as discussed (Aditya, 2024; Orias, 2023). However, if employees say they are dissatisfied, their experience with the program may be less satisfactory. By analyzing this data using the dimensions of the GAP model by Parasuraman, Zeithaml, and Berry (1985) (Mustofa et al., 2020), we can see that there are differences between what employees expect from the benefits of ISSE and what they experience or perceive (Nurhayati & Atmaja, 2021). This highlights the potential for improvement and the importance of identifying and addressing these differences so that the ISSE program can better meet the needs and expectations of employees.

### ***Obstacles Faced by Hoffment Cleanindo Persero is Related to the ISSE Program.***

Statement from Mr. Ahmad Wijaya as an executive of Hoffment Cleanindo Persero:

"There has never been a survey or interview conducted with employees regarding the effectiveness of the ISSE program. However, with the initial socialization conducted by HRD when employees first join, it is hoped to minimize unwanted incidents every year." (Source: Interview, June 25, 2024)

"There are challenges perceived by the company regarding BPJS claims, where BPJS Account Representatives (AR) or Contact Persons are not prompt in handling them, leading to repeated contacts from our end." (Source: Interview, June 25, 2024)

The 5 GAP dimensions, according to Parasuraman, Zeithaml, and Berry (Mustofa et al., 2020), can be used to analyze Mr. Ahmad Wijaya's statements regarding the ISSE program at Hoffment Cleanindo Persero. Firstly, there needs to be more consistency between the management's perception of the expected benefits from the ISSE program, which is not supported by survey data and brief interviews. This mismatch suggests that the management's perception of how beneficial this program may not fully align with the expectations and actual experiences desired by the employees. Secondly, the statement indicates that the company faces challenges with ISSE claims (Mustofa et al., 2019; P. D. Pratiwi et al., 2023), where they expect a quick response from BPJS, but in reality, the Account Representatives or Contact Persons are not prompt in handling them. That creates a gap between the company's expectations for a quick response in handling claims and their perception of how BPJS should ideally respond. Thirdly, the socialization may not have been adequate despite HRD's initial socialization efforts for the ISSE program.

Third, there may be a difference between the type of service that ISSE employees expect and what they receive (Mustofa & Rinawati, 2020; Sears et al., 2019). Based on the results of interviews conducted by the author with employees of Hoffment Cleanindo Persero Surabaya regarding the obstacles they feel from the ISSE program, namely:

"Mr Budi's statement as a team member of Hoffment Cleanindo Persero, regarding requests from leadership that have not yet had a survey, perhaps the company could give a direct presentation to employees regarding the ISSE program or through a written letter that employees can approve because so far all kinds of information have been received through JMO (Jamsostek Mobile)." (Source: Interview, June 25, 2024)

So, this has a gap: the three specifications or standards set by management (for example, how to convey information to employees) need to follow actual service delivery or employees' perceptions of the service they receive. Service quality specifications that may need to be more transparent and more effective in communication regarding the ISSE program can cause this gap. To reduce this gap and ensure that all employees have the same and in-depth understanding of the benefits of the programs offered by the company. Fourth, there may be differences between internal HRD services for program socialization and external company communications about ISSE policies and benefits to the public or external stakeholders. To increase transparency and trust between employees and the general public, evaluate whether what is delivered internally and externally corresponds. Fifth, this statement also discusses potential differences between the reality experienced by employees. Hoffment Cleanindo and general expectations regarding the benefits and protection provided by the ISSE program. In two discussions by (Engen et al., 2021; Faridullah & Srivastava, 2024). Regular evaluations and direct team

member participation in surveys and interviews can reduce these differences and increase the match between program-related expectations, experiences, and perceptions.

Based on the results and discussions analyzed using the GAP theory by Parasuraman, Zeithaml, and Berry (1985) (Febriyanti et al., 2023; Mustofa et al., 2020), several conclusions can be drawn regarding the relationship between the data graph and employees' perceptions of the benefits of the program:

1. Customer Expectations and Management Perceptions: Employees' perceptions of the program's benefits may not align with their expectations.
2. Service Specifications and Management Perceptions: Program management may have set service standards, but employees' perceptions of the service may differ.
3. Service Delivery and External Communication: There may be differences between employees' perceptions of the program and what the program communicates to others.

Negative or unrealistic aspects of external communication can affect employees' satisfaction.

Fourthly, Expected Service and Experienced Service: If employees feel the program's benefits are too high, they may receive services that meet their needs. However, if they are dissatisfied, their experience with the program may be limited. Fifthly, the gap between Expected Service and Experienced Service indicates ongoing evaluation of the implementation and perceptions of social security programs such as ISSE. Thus, companies can continue to improve services and minimize gaps between employees' expectations, perceptions, and experiences of the benefits they receive from this program. This research also highlights the importance of addressing and improving these differences to ensure that the program effectively meets the needs and concerns of workers. In conclusion, this research underscores the need for social support for workers in Indonesia to focus on their jobs and enhance their job satisfaction. By analyzing data and considering various dimensions, this research aims to provide valuable insights for future programs and organizations in Indonesia

#### **4. Conclusion**

For workplace happiness and attention, Indonesian workers need strong social support. The government provides social support for employees in enterprises or organizations through the ISSE program. This program promotes employee enthusiasm and productivity by offering security and support. The 2024 Google Forms survey found workers' perceptions of the program's benefits varied. Four of 18 respondents were dissatisfied with the ISSE program, notably in [specific areas of complaint], whereas one said the program fulfilled their expectations, especially in advantages met. This study concludes that all workers need social assistance to focus and be happy at work. The government's ISSE program promotes teamwork, productivity, and security. The 2024 study shows that workers' views of the program's advantages vary. Some respondents were unhappy with the program, while others found its benefits satisfactory. According to this research, employers and workers have different perceptions. Companies must improve services and manage perception gaps to guarantee that programs like ISSE satisfy workers' demands and promote their job happiness in the future.

Previous research on the ISSE Service's benefits for Hoffmen Cleanindo Persero staff suggests many research directions. Initial investigations have indicated discrepancies between employees' ISSE benefit expectations and experiences. Employee opinions toward the program and ISSE experiences also matter. Second, more study can explain why employees' opinions don't match the program. Thirdly, future study can stress universal ISSE programs. This research can help firms better overcome staff constraints and provide timely and excellent services. Fourth, future study should examine the ISSE claim process and ISSE answers. Fifthly, employees should actively participate in ISSE program evaluations and surveys to assure its success and future efficacy. This will help establish what modifications are needed to meet employee needs and expectations. This research shows how employees' expectations, perceptions, and experiences affect ISSE benefits. Thus, by exploring and enhancing ISSE program differences, this program may promote employee well-being in various companies.

#### **5. Acknowledgment (If Any)**

The author would like to thank Hoffment Cleanindo Persero Surabaya and Universitas Dr. Soetomo Surabaya for their support and assistance in providing data and information for this research.

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