Tracer Study of Faculty of Economics Universitas Negeri Jakarta

Darma Rika Swaramarinda
darmarika_s@yahoo.com

Achmad Fauzi
fau_smart@yahoo.com

Dewi Nurmalasari
special_dewi@yahoo.co.id

Departement of Economic nd Administration, Faculty of Economics, Universitas Negeri Jakarta

Abstract

FE UNJ need to realize the demands of higher competition on labor market. FE UNJ wants to give good quality of educational services to improve the quality of graduates that are competitive and rapidly absorbed by companies. Qualified graduates come from the relevance between the competency needs of its users. One of the steps being taken to determine the competence of graduates with the needs of its users is a tracer study (study track record).

This study was conducted to identify competency FE UNJ profile based on waiting time to get work, the suitability of the field of work and the first salary while working and perceptions about the company's competence and perceptions of alumnies of student services.

This study is a qualitative study with the study population are either alumnies of the Faculty of Economics who work in government agencies, private sector and entrepreneurs who graduated from the period 2008/2009 to 2009/2010. Sample of the population set at 10% of the total population. Sample of this study is an alumnies of the Faculty of Economics technique sampling using convenience sampling (non probability sampling).

Data were analyzed using descriptive statistics by looking at the frequency distribution and average of respondents answers regarding the competence of graduates of the Faculty of Economics UNJ. 86% of alumnies of the Faculty of Economics working as employees, 9% be a teacher, get college and be entrepreneurs. Based on waiting time of alumnies FE UNJ, they only take less than 6 months to get a job. The level of relevances occupations with educational background alumnies is 77%. And users express that 71% of alumni FE UNJ have a good competence.

Keywords: Educational management, competency.

INTRODUCTION

Higher education is an education that is at the forefront in the face of environmental change. Changes in the environment need to be accommodated by the

college that universities remain capable of acting as a provider of intellectual asset for the consumer (user). As the effects of globalization, higher education is currently required to meet the needs, desires and expectations of society. Because the Jakarta State University (UNJ), as one of the state universities in Indonesia, are also required to be able to provide quality educational services.

FE UNJ need to realize the demands of the labor market is getting higher. This needs to be addressed by making changes continuously (continuous improvement) in running the organization system (input-process-output). The competitiveness of FE UNJ graduates is largely determined by its competence. Related to competency, continuous changes need to be made in the particular academic field.

Along with improving the quality of education services in terms of changes in student ministry, so services must be improved in order to provide the best service for students. When students feel education and student services are good, it will cause a good impact to the change behavior and increase their competence.

THEORETICAL FRAMEWORK AND HYPOTHESYS

Faculty of Economics UNJ

Faculty of Economics UNJ consists of three departments, namely the Department of Accounting, Department of Management, Economics and Administration Department. In addition to the three departments is also in charge of five Study Program which consists of undergraduate (S1) and three diploma programs (D3). S1 programs, including Management Program, Economic and Administration Program with a concentration of Office Administration Education, Accounting Education, and Economics of Cooperative Education, and Commerce Education Program. While D3 programs include: Accounting, Marketing Management and Secretary.

a. Vision

Being the best faculty, producing professional human resources, highly competitive in the field of education and non-education which has a global perspective and be the master of science and technology in the field of economics, administration, management, and accounting, in order to develop democratic and prosperous Indonesia society based on Pancasila.

b. Mission

1. Implement professional learning system to continue develop a variety of learning resources and curriculum relevance to the needs of the business world that matched with noble character, entrepreneurial insight and global perspective.

2. Implement quality improvement of education, research and community service professionals to continuously develop the resources of academic staff, facilities and strengthening institutional systems.

3. Carry out research and development in the field of education and teaching and the business world.

4. Cooperation with government agencies and the business world at country and abroad as partners in education and business cooperation for mutual benefit.

c. The purpose of the Faculty of Economics

1. Increase the capacity and learning opportunities for the young generation of Indonesia.

2. Education, research and community service to support the preparation of a competent workforce.

3. Generate Bachelor of Education, Bachelor of Economics and Associate Expert who has the academic ability and professionalism in accordance with the needs of the workforce.

Competence

According LOMA Competency Dictionary (1998) model of competence in the application of Human Resource Management system appears on the following areas:

1. Staffing. Recruitment strategies and tests used for selection based critical competencies of the job.

2. Performance Evaluation. Assessment of performance of employees is based on the competencies associated with the important targets of the organization.

3. Training. Training programs are designed to bridge the gap between the competency of workers and competencies expected of workers.

4. Development. The workers first measured to identify competency gaps, then they are guided to make floating plans to cover the existing gap.

5. Reward & Recognition. The workers are compensated for the achievements and behavior-behavior that reflects their skill level on key competencies.

Michael Armstrong (2001) who argued that the application of the competency of human resources management is done in the process of recruitment and selection, assessment centers, performance management, human resource development, and compensation management.

Application of competency models in the company can provide benefits in improving the Human Resource Management system that is in the company, as revealed by Lucia and Lepsinger (1999) the following:

1. Selection

a. Provide a more complete picture of the requirements of office requirement.

b. Increase the possibility to recruit workers who will succeed in the job.

c. Minimizing investment (time and money) to workers who may not meet the company's expectations

d. Ensure a more systematic interview process.

e. Help distinguish the competencies that can be trained and the competencies that are difficult to develop.

2. Training and Development

a. Allowing workers to focus on the skills, knowledge, and characteristics that have the greatest impact on its effectiveness.

b. Ensure that opportunities for training and development go hand in hand with value systems and organizational strategies.

c. Maximizing the effectiveness of time and funds used for training and development.

d. Provide a framework for the process of providing guidance and continuous feedback.

3. Performance Appraisal

a. Provide a common understanding about the things that will be monitored and measured.

b. Focus attention and encourage discussion about the performance appraisal process.

c. Focus in getting information about the behavior of workers in jobs

4.Career planning / succession

a. Describes the skills, knowledge and characteristics required by a job / role.

b. Provides a method to measure the readiness of the incumbent candidate for the role will be held.

c. Plans to focus on training and development of the competencies is not owned by the incumbent candidate.

d. Enables organizations to make comparisons (benchmarking) among a number of potential employees whose performance is very good.

Labour Market

The job market is the entire economic activity of actors who bring together job seekers and job opportunities. The actors consist of: (1) employers who need workers, and (2) job seekers who need jobs.

In the labor market or the placement process occurs through the provision of employment and labor demand. This process is further described in the theory of supply and demand for labor.

The demand for labor is the indirect demand. That is, workers employed by a company with the aim to be used in producing the goods that they sell (Sukirno, 2000). In other words, the increase demand of employers for labor depends on the increase in public demand for goods produced. Therefore the demand for labor is a derived demand.

Service Quality

According to Tjiptono (2010), Service is everything made by certain parties (individuals or groups) to another party (the individual and groups. So Tjiptono (2010) the definition of service quality can be interpreted as an effort to meet the needs and desires of consumers and delivery accuracy in balancing consumer expectations. Quality of service (service quality) can be determined by comparing the perceptions of consumers for services they receive real-real / get real with the service they expect / want the service attributes of a company. If the services received or perceived (perceived service) as expected, the perceived service quality are good and satisfactory, if the services received exceed consumer expectations, the perceived service quality is very good and has a good quality. But if the services received lower than expected, then the perceived is poor quality of service.

According to Kotler (2002) definition of service is any action or activity that can be offered by one party to another, which is essentially intangible and does not result in any ownership. Production may be linked or not linked to a physical product. Service is a producer behavior in order to meet the needs and desires of consumers in order to achieve customer satisfaction in itself. Kotler also said that such behavior can occur during, before and after the transaction. In general, high-class service that will result in high satisfaction and repeat purchases are more frequent. The word quality contains many definitions and meanings, different people will interpret it differently, but from some definitions that can be encountered have some similarities, although only the mode of delivery is usually only found on the following elements: 1. Quality includes businesses meet customer expectations or superiority.

2. Quality includes products, services, people, processes and the environment.

3. Quality is an ever-changing conditions.

From the definitions of service quality can be concluded that the quality of service is any activity undertaken by the company in order to meet consumer expectations. Service in this case is defined as a service or a service delivered by the owners in the form of services that ease, speed, relationships, skills and attitudes through a dedicated hospitality and properties satisfaction in providing services to consumers.

Service quality can be determined by comparing the perceptions of consumers for services they receive real-real / get real with the service they expect / want the service attributes of a company. Relationships between producers and consumers reach far beyond the time of purchase to after-sales service, beyond the eternal future product ownership. The company considers the consumer as king to be served well, given from the consumer will benefit the company in order to continue living.

RESEARCH METHOD

Based on the objectives of this study, the study method used is the qualitative method that aims to determine competency FE UNJ in all departments based on the profile of the waiting time to work, fitness occupations, current job position, starting salary, and the perception of the company work ability to know the alumni and student services.

Population and Sample

The population in this study is alumnus of the Faculty of Economics from all majors that work in government agencies, private sector and entrepreneurs who graduated from the period 2010/2011 to 2011/2012. The population samples is 10% of the total population that 287 students.

Sampling Techniques

The sample in this study is alumni of all majors in the Faculty of Economics, the sampling techniques using convenience sampling (non probability sampling). The reasons for selecting this sampling technique because the sampled population element is the easiest and fastest encountered. This was done to anticipate the possibility that alumni database has not been updated (up to date).

Sources of Data

The data used in this study is primary data that obtained directly from respondents through interviews or by using questionnaire and secondary data from BAAK and FE UNJ.

Data Analysis of Tracer Study

Data will be analyzed using descriptive statistics by looking at the frequency distribution and relative frequency distribution as well as the average of respondents. The report of tracer study identifies some of the following:

a. The competitiveness of graduates indicated by the waiting time to get the first job, the successful graduates to compete in the selection and the salaries earned.
b. Relevance (suitability) graduate education is shown through the job profile (type and place of work), the relevance of the work with the educational background, the benefits of the courses are programmed in the work, suggestions for improvements graduate competency.
c. The correlation between extracurricular activities for graduate studies and competitiveness of graduates.
d. Constraints and barriers that are facing, the proposed solutions and suggestions tracer process improvement process can be considered the next team.
e. Perception of alumnus about student activities, scholarships, student organizations, etc.

RESULT AND ASSESSMENT

Job Profile Based Study Program

According to the data we obtained based on the program of study for Economic Education courses are 20% of graduates become teachers and 78% of graduates become employees, 1% who go to college and the 1% that has not worked. For Commerce Education courses there are 11% who become teachers, 78% of employees are self-employed and 8% were not working. For S1 Management courses are 94% to employees, 3% self-employed and 3% that has not worked. For courses D3 Marketing 80% be employees, 3% self-employed, 10% who go to college, and 7% have not worked. While S1 accounting has 2% graduates become teachers and be employees are 91%, 2% go to college and 5% are not working. The most interesting is the D3 Accounting program, all of alumni work to be employees. Complete data can be seen in table 1 below:

TABLE 1. Job Profile Based Study Program

STUDY PROGRAM	TEACHER	EMPLOYEE	ENTRE-PRENEUR	POST GRADUATE	UNEMPLOY-MENT	TOTAL
Economic Education	20	59	-	-	1	80
Commerce Education	4	29	1	-	3	37
D3 Secretary	-	19	-	1	-	20
SI Management	-	28	1	-	1	30
D3 Marketing Management	-	24	1	3	2	30
SI Accounting	1	55	-	1	3	60
D3 Accounting	-	30	-	-	-	30
TOTAL	25	263	3	6	9	287

FIRST SALARY LEVEL
First Salary Based Study Program

TABLE 2
First Salary Based Study Program   **In Rupiah**

Nominee Scale	Economic Education	D3 Secretary	Commerce Education	S1 Mgt	D3 Marketing Management	S1 Accounting	D3 Acc.
< 1.000.000,-	9	1	1	1	1	1	-
1.000.000 - 2.000.000	50	10	8	10	1	6	23
2.000.000 - 3.000.000	31	7	19	12	22	30	6
> 3.000.000,-	4	1	5	7	-	19	1
Not answered	6		-	-	-	-	-
No income	-	1	4	-	6	4	-
TOTAL	100	20	37	30	30	60	30

According to the table above profile first salary received by graduates if described as follows: for the Economics Education study program, first paycheck under one million is 9%, the salary is 1 - 2 million is 50%, whose salary is 2 - 3 million by 31% and whose salary is above 3 million by 4%. For the Commerce Education study program , the graduates who has under 1 million first paycheck as much as 3%, the salary is 1 - 2 million were 22% and whose salary is 2 - 3 million by 24%. Management for S1 Prodi whose salary between 1 - million 33%, whose salary is 2 - 3 million 40% and above 3 million by 23%. D3 Marketing study program, for a first salary under 1 million as much as 3%, whose salary is between 1 - 2 million is 4%, whose salary is between 2 - 3 million is 73%. For S1 Accounting whose salary below 1 million are 2%, the salary 1 - 2 million as much as 10%, between 2 - 3 million are 50%, while those above three million by 32%. D3 Accounting, the salary between 1 - 2 million by 77%, whose salary is between 2 - 3 million by 20% and whose salary is above 3 million are 3%.

PROFILE OF WAITING TIME

The following indicators are presented by researchers to see competence alumni of the Faculty of Economics UNJ is the length of time to wait to get a job.

Waiting Time Based Study Program

TABLE 3
Waiting Time Based Study Program

Waiting Time	Economic Education	D3 Secretary	Commerce Education	S1 Mgt	D3 Marketing Management	S1 Accounting	D3 Acc.
1 - 6 Month	38	20	8	19	2	57	25
7-12 Month	1	-	-	3	-	3	2
> 1 year	-	-	-	-	-	-	-
Do not wait	41	-	25	8	28	-	3
Postgraduate	-	-	1	-	-	-	-
Not working	-	-	3	-	-	-	-
TOTAL	81	20	37	30	30	60	30

According to the table above, the long wait time to get a job if grouped by program of study in the Faculty of Economics can be described as follows: for the Economics of Education study program with a number of alumni waiting period 1 - 6 months is 38%, between the 7 - 12 months as much as 1% and it takes no time to wait to get a job is as much as 61%. For the department of Commerce Education takes the number of alumni who waited between 1 - 6 months are 22%, which takes between 7 - 12 month 0% and that does not need time to wait as much as 68%. For the S1 Management department that takes 1 - 6 months were 63%, which takes between 7 - 12 months 10% and it takes no time to wait as much as 27%. For D3 Prodi in Marketing Management which takes 1 - 6 months as much as 7%, which takes between 7 - 12 month 0% and do not require waiting time by 93%. For S1 Accounting that takes between 1 - 6 months by 95%, between 7 - 12 months as much as 5% and that does not require as much time to wait is 0%. For D3 Accounting, alumni who took between 1 - 6 months by 83% and who takes time between 7 - 12 is as much as 7% and it takes no time to wait as much as 10%.

FITNESS PROFILE ALUMNI FIELD WORK
1. Profiles Compliance Programs based on field work

The next indicator is the suitability of the field of work being cultivated graduates alumni with their educational background, from the data shown in Table 4. It can be concluded that the average alumni of the Faculty of Economics, State University of Jakarta as field work with educational background. There is a 77% alumni of the Faculty of economic have appropriate with the field work, and there as much as 23% of alumni who do not fit the field work.

TABLE 4
Profiles Compliance Programs Based on Field Work

COMPATIBILITY	Economic & Administration	Accounting	Management	TOTAL	%
COMPATIBLE	101	36	77	214	77
NOT COMPATIBLE	32	18	13	63	23

2.Compatibility Profile occupations according Study Program

If the conformity described field by field work of alumni work according to the study program by table 5 can be described as follows: For Economic Education study program as much as 80% of alumni fit with their the field work and the remaining 20% are not appropriate. For the alumni of commerce education as much as 64% fit to their field work and the remaining 16% are not appropriate. For S1 Management 67% of alumni appropriate with their occupations and the remaining 33% are not appropriate. 67% of alumni D3 Marketing are appropriate with their occupations and the rest 33% are not appropriate. For S1 Accounting, 92% of alumni work in accordance field and the remaining 8% are not appropriate. For 73% of alumni D3 Accounting appropriate with their occupations and the remaining 17% is not appropriate.

TABLE 5
Compatibility Profile occupations according Study Program

COMPATIBILITY	Economic Education	D3 Secre-tary	Commerce Education	S1 Mgt	D3 Marketing Management	S1 Accounting	D3 Acc.
COMPATIBLE	60	18	21	20	16	55	22
NOT COMPATIBLE	20	2	12	10	8	5	8
TOTAL	80	20	33	30	24	60	30

Perception Profile Company Capabilities Against Alumni

The last indicator is the company's perception for the ability of alumni, from table 6, it can be said that the average of ability of alumni of the Faculty of Economics UNJ as perceived by the employer company is good, this is evidenced by the overall percentage of the item in question is as much as 12.5% said the ability of alumni highly good and 75% is considered good ability of alumni and 12.5% said the ability of alumni unfavorable. But if it is described in more detail under each question item, then the category of integrity then 20% of alumni perceptions of the company stated very well, and 80% said both. Based on ethical and moral categories then 20% said very good and 80% said both. By category professionalism alumni of the 100% said good. then based on the mastery of the English language then 10% said very well, 60% corporate and 30% expressed both states unfavorable. then based on mastery of IT (Information Technology), the company declared a 10% excellent and 80 percent said good and 10% said not good. indicators based on communication skills and then 10% percent of alumni expressed very well and 70% said good and 20% said that less than 10% baik.kemampuan team collaboration company stated very well, 80% said good and 10% said not good. Recent graduates based on the ability of self-development then 10% said very good and 30% said both remaining 30% stated less good.

TABLE 6
Perception Profile Company Capabilities Against Alumni

NO	QUESTIONS	VERY GOOD	GOOD	QUITE GOOD	NOT GOOD
1	How is the integrity of Alumni of FE UNJ	2	8		
2	How are the Ethics and Moral Alumni FE UNJ	2	8		
3	How is the Professionalism of Alumni FE UNJ		10		
4	How is the english competence of Alumni FE UNJ	1	6	3	
5	How is the IT competence of Alumni FE UNJ	1	8	1	
6	How is the communication skill of Alumni FE UNJ	1	7	2	
7	How is the team work competence of Alumni FE UNJ	1	8	1	
8	How is the self-development capability of Alumni FE UNJ	2	5	3	
	Total	**10**	**10**	**10**	**0**
	Percentage	**12,5 %**	**75 %**	**12,5 %**	**0 %**

PERCEPTION OF SERVICES

The next indicator is the perception of the alumni about the student affairs services, from the data obtained can be described that 34.4% of alumni stated good student services, 50.8% of alumni stated pretty good student services and 14.6% said less well. If more detailed dideskripisi keamahasiswaan service is otherwise good student administrative services by 28% by alumni, pretty good 44% and less well expressed by 28%. 32% of alumni said that scholarships service is good, 59% of alumni said pretty good for scholarship services and 9% said not good. For the satisfaction of alumni activities are 44% and 51% of alumni either expressed quite good and 5% said not good.

TABLE 7
Perception of Services

QUESTIONS	STUDENT SERVICES ADMINISTRATION			SCOLARSHIP SERVICES			SATISFACTIONS OF STUDENT ORGANIZATION			%
DEPARTMENT	E A	ACC	MGT	E A	ACC	MGT	E A	ACC	MGT	
VERY GOOD	0	0	1	0	0	0	0	0	0	0,11 %
GOOD	51	19	14	69	15	7	83	31	14	34,4%
QUITE GOOD	57	54	21	50	67	51	49	53	45	50,8 %
NOT GOOD	47	17	24	18	8	2	0	6	7	14,6 %

THE DIFFICULTIES FACED WHILE WORKING

In this section describes some of the common difficulties experienced by graduates in the work place. In general, the difficulties faced by the alumni can be identified and categorized as follows:

a. Difficulty to adapt to new working environments.

b. Difficulty to communicate well with co-workers and superiors.

c. Difficulty to operate computer, especially for the latest software applications.

d. Difficulty to communicate in English, especially during a job interview.

e. Difficulty to establish professional behavior in the workplace.

f. Difficulties related to the difference between theory and practice that they receive in the workplace .

Related to the difficulties faced by the alumni of the time they work, in this study, the alumni were also asked to give suggestions, what to do by the Faculty of

Economics to bridge the difficulties they are experiencing, so that the future alumni of the others do not experience the same difficulties. And there are a few of the respondents' answers suggested by their point:

a. Develop materials hard and soft skills that can support the development of student skills. Such as English, computer, communication, personality, etc.
b. Give more material in the form of work practices in accordance with current market needs.
c. Job Training time is longer.
d. Frequent visits to the company, so that students know more about the world of work.
e. Give more job information to alumni.
f. Further enhance the core subjects.
g. Further enhanced the role of CDC as job agencies and the CDC has ties to many industries.

CONCLUSION

This research is a qualitative study aimed to determine the competence of graduates of all majors FE UNJ, majoring in Economics and Administration and also majoring in Accounting and Management Department based on the profile of the waiting time work, suitability work field, current job profile position starting salary and company perceptions about the ability of alumni.

Based on the field work, it can be concluded that although the majority of alumni of the Faculty of Economics, especially from the Economics and Administration department who have the title S.Pd, basically they have the opportunity to work not only on the position of the teacher, but they also have the competence to work in other fields, as an employee of the company, both service companies and manufacturing companies. This is evident from the data presented that 9% alumni who worked as a teacher and 86% were employees, 0.25% who continue studying S1/S2 and still unemployed because of stopping to get a better job, and 1.05% who become entrepreneurs.

Based on the profile waiting time to get a job, it can be concluded that the alumni only takes an average of less than 6 months to get a job (52% of alumni), even 44% of alumni FE UNJ takes no time to wait to get a job. This proves that the alumni can compete in the labor market.

Level of first salary received of their work also varies, between 1-2 million by 39%, 2-3 million by 43% and 8% whose salary is above 3 million. This indicator shows that from the first salary, alumni have an adequate standard of wages, greater than the standard minimum wage set by the government. The difficulties faced by the

alumni in the work, is dominated by the lack of provision their hard skills and soft skills in preparing for entry into the workplace.

SUGGESTION

a. Based on data from the job profile that 86 percent of graduates of the Faculty of Economics UNJ working in the company. Therefore FE UNJ through the Career Development Center (CDC) have developed a more extensive cooperation with the company engaged in a variety of fields.

b. Based on advices that given by alumni, alumni requested that courses related to IT (information technology) improved both in terms of its software and hardware.

c. The alumni also requested that the English language is further enhanced debriefing either by increasing material and provide the English language training.

d. Curriculum needs to be reviewed with regard to the hard and soft skills in each study program current to the stakeholders needs.

e. For sustainability data and information, data and reports of a tracer study should be integrated by BAAK in the Faculty of Economics. To meet the needs of external parties, tracer study report delivered in FE UNJ website.

f. At the end of each academic year, faculty leaders through CDC FE UNJ make the team of Tracer Study that began the task by reviewing the questionnaire Tracer Study and consider the suggestions of the previous year's report. Thus, the material would be appropriate questionnaire tracer study scope and objectives, that is, not only to obtain information from the user, but also graduates user (stakeholders).

g. Data verification is done for the graduates is also carried out as necessary through the website. By way of on line more effectively and optimize the role of FE UNJ websites expected to obtain an accurate current data.

h. Database system improvements necessary for graduates and their parents can also record via telephone or in person to address graduates, especially for respondents who are not able to access the internet.

i. Development of graduate profiles monitored through time series data that displays information relevant year graduate profiles and profiles of previous years.

j. Socialization the result of tracer study to all parties to meet internal needs (leadership, decision-makers and academics) in relation to improving the quality of continuing education as well as external parties (users) in relation to its needs as a user.

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