Effect of Job Description and Employee Performance of PDAM Tirta Musi Distribution Palembang

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Abstract

This study aims to determine how the job description on employee performance of PDAM (local water company). This research is a quantitative descriptive study; this study uses a saturated sample where the sampling technique is used when all population members are used as samples. The number of samples in this study was 31 employees of the rambutan service unit in the distribution section of PDAM Tirta Musi Palembang. Data analysis was performed using the technique of Simple Linear Regression Analysis, Correlation Coefficient Analysis, R² Determination Coefficient Analysis, and T-Test (partial). For the study results using SPSS version 25, showing an R-value of 0.485, the job description has a moderate relationship between variables. The results of the coefficient of determination R² of 0.209 means that the job description affects 20.9% of employee performance, and the remaining 79.1% is influenced by other variables outside of this research variable. Furthermore, for the results of the T-test (Partial) in this study, a positive and significant effect on employee performance where HO is rejected and Ha is accepted.

I. Introduction

Employees and agencies or organizations are two things that cannot be separated; employees play a significant role in carrying out activities within the organization. At the same time, the agency is a place or place for employees to carry out their daily activities. Seeing the situation above, an agency needs to make employees the best partners in achieving the expected goals. On the other hand, employees will try to give the best performance to assist the agency in achieving its goals. The best performance that can be given by employees at the agency can be in the form of satisfactory performance. Excellent and satisfactory employee performance can also describe the success of the instant in achieving its goals. In achieving good performance, organizations need to mobilize and monitor their employees in order to develop all their capabilities with efforts to improve services to the public by holding various ways that are structured in employee performance improvement programs. One of the employee performance improvement programs obtained is a supporting indicator of the achievement of organizational goals, namely Job description. Organization must have a goal to be achieved by the organizational members (Niati et al., 2021). The success of leadership is partly determined by the ability of leaders to develop their organizational culture. (Arif, 2019).

In achieving good performance, organizations need to mobilize and monitor their employees in order to develop all their abilities by efforts to improve services to the public by holding various ways that are arranged in the employee performance improvement

program. One of the employee performance improvement programs that can be an indicator of supporting the achievement of organizational goals is a job description.

Human resources have a very important role in various sectors, because human resources are a key factor to drive other resources in the company. So important is the role of human resources that an organization must allocate a large enough amount of funds for the improvement of human resources. The success of an organization in achieving its goals also depends on human resource factors, where an interaction and coordination is needed designed to connect tasks, both individuals and groups in order to achieve organizational goals. "Human resources are a key factor to improve the performance of an organization" Hasibuan, (2003:63). To realize the desired goal, one of the ways that must be taken is to improve the performance of human resources.

Mondy (2005), the parent of job description studies is job analysis. The information obtained through the analysis of the work is important for the preparation of job descriptions and job specifications. Job description is the first and direct product of the job analysis process in the form of an accurate and concise statement of what is expected to be carried out by employees in carrying out work that is their main task and function in every employee who holds the position he already has. With this, it is an activity in an effort to create the quality of a job and the quality of the total performance of an organization or company. So that job descriptions can have an influence on employee performance.

According to Hasibuan (2005), a job description is written information that describes duties and responsibilities, job conditions, employment relations and aspects of work in a particular position in an organization. The job description will provide firmness and standards of duties that must be achieved by a person holding the post. In addition, job descriptions can also be the basis for establishing job specifications and job evaluations in holding a position. A clear job description can help employees in improving employee performance because employees have a direction towards what is their main task and function at work. A less clear job description will result in an employee not knowing his duties and responsibilities. This can result in the work going wrong. This is where the importance of the role of job descriptions in an organization or company lies.

Wiwin (2012) in his research explained that with the existence of a job description, it is hoped that the tasks given by the leadership can be carried out on time and good results by efforts to explain the main tasks and functions of each of the position classifications to find out and understand their respective positions.

According to Hasibuan (2005), Performance is a result of work achieved by a person in carrying out the tasks charged to him which is based on proficiency, ability and earnestness and time. Simanjuntak (2005), stated that performance is thelevel of achievement of results for the implementation of certain tasks in order to realize the achievement of results to achieve goals. He continued, the benefits of performance appraisal are for performance improvement, human resource development, compensation, productivity improvement programs, staffing programs, avoiding descriptive treatment. The object of performance appraisal is the nature that is assessed from the employee and the nature that is judged by the person who holds the leadership position.

PDAM, or regional drinking water company, is one of the regional-owned business units which is engaged in the distribution of clean water for the general public. PDAs are found throughout Indonesia as a means of providing clean water, which is supervised and monitored by the executive and regional legislative officials. In carrying out its functions, PDAMs need to improve the quality of their workforce, in addition to improving the

quality of resources programmed by the PDAMs themselves. The intelligence possessed by HR itself also determines the running of the program.

Based on the results of a survey conducted by researchers at PDAM Tirta Musi Palembang, the root of the problem is that job description, especially in the distribution section, are still minimal at PDAM Tirta Musi Palembang. There are still many employees who have not been able to complete their tasks because of the limited skills they have. Moreover, the job description has not been done correctly in the operational implementation of employees influenced by many work sections of the existing organizational structure. In contrast, the number of employees is less than the existing section of positions, so that in carrying out their duties is disrupted and results in slow work in community service. In addition, employee performance is also influenced by the lack of tools in implementation and the presence of employees who are less able to use tools that can affect the performance of these employees.

Based on the problems described, the researchers are interested in taking a topic titled "The Influence of Job Descriptions on the Performance of PDAM Employees (Regional Drinking Water Company) Tirta Musi Distribution Section of Palembang."

II. Review of Literature

2.1 Performance

Mangkunegara (2011) states that performance results from work in quality and quantity achieved by an employee in carrying out tasks following the responsibilities given to him. According to Hasibuan (2012), performance is a result achieved by a person carrying out the tasks assigned to him.

2.2 Performance Assessment Indicators

The following are indicators of performance appraisal according to Mangkunegara (2007:75) stating:
1. Quality of work, namely how well an employee does what he should do. Includes: tidiness of work results, accuracy in work, suitability of work results with work standards, level of hard work, and level of the prudence of employees at work.
2. The quantity of work is everything that can be calculated related to the work or output. Includes the amount of output produced with work targets, attendance, timing in carrying out tasks, accuracy in working hours, and mistakes made at work.
3. Implementation of tasks, including experience, ability to cooperate, understanding of tasks, effectiveness, efficiency in using resources, and expertise in carrying out tasks.
4. Responsibilities include obedience and compliance with regulations, willingness to maintain the good name of the organization, willingness to comply with duties, initiative, and concern for tasks.

2.3 Job Description

According to Rivai (2009:116), job descriptions mention the duties and responsibilities of a job. It states what is done, why it is done, where it is done, and briefly how to do it. Meanwhile, Handoko (2008) states that a job description is a written statement outlining the functions, duties, responsibilities, authorities, working conditions, and other aspects. According to Hasibuan (2005) job description is written information that describes the duties and responsibilities, working conditions, job relationships, and aspects of work in a particular position in the organization.
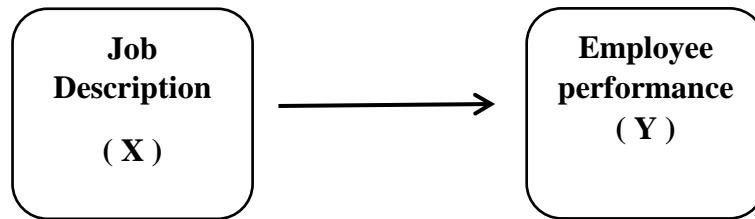
2.4 Indicator-indicator Job Description

Hasibuan in Mustikawati and Kurniawan (2014) mention Job Description Indicators in general, namely:
1. What to do
2. Responsibility
3. Skills or education
4. Condition
5. Types and qualities of people required for the position

2.5 Frame of Mind

The framework for thinking of this research can be seen in the image below :

2.6 Hypothesis

Based on the description of the theory and framework contained in this research, the following hypothesis is formulated:

H1: Job Description affects the Employee Performance of PDAM (local water company) Tirta Musi Distribution Section of Palembang.

III. Research Method

3.1 Data Analysis Techniques

The data analysis technique is a way of analyzing research data. The data analysis technique in this study uses quantitative data, a data analysis technique using Simple Linear Regression, which then compares or connects the independent variable with the dependent variable. After that, it is continued by making generally accepted conclusions or generalizations. SPSS analysis tool version25.

3.2 Population and sample

The population is the total number consisting of objects or subjects that have specific characteristics and qualities determined by the researcher to be studied and then draw conclusions (Sujarweni, 2014). The population of this study was 31 employees of the rambutan service unit in the distribution section of PDAM Tirta Musi Palembang. This study uses a saturated sample. According to Sugiyono (2015: 124), saturated sampling is a sampling technique when all population members are used as samples. Therefore, the sample used is the entire population of 31 respondents.

3.3 Operational Variables Research

In this study, there are variables studied, namely: Job Description as an Independent variable (X) and Employee Performance as the dependent variable (Y).

IV. Result and Discussion

4.1 Characteristics of Respondents by gender
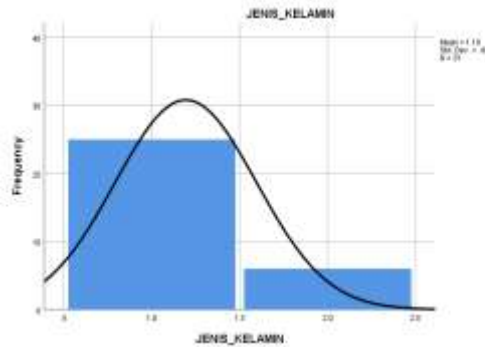
Source: data processed 2022
Figure 1

Of the 31 respondents, 25 (81%) were male, while 6 were female (19%). This shows the number of male employees working in the rambutan service unit in the distribution section of PDAM Tirta Musi Palembang.

4.2 Characteristics of Respondents by Age

Of the 31 respondents, there were 4 employees aged 17-25 years (12.9%), aged 26-35 years, as many as 22 people (71%), aged 36-55 years, and as many as 5 people (16.1%). The PDAM Tirta MUai Palembang company has more employees who have an age range of 26-35 years.

4.3 Characteristics Respondents Based on Education

Based on the calculation results on the education history of PDAM Tirta Musi Palembang employees with a total of 31 respondents, 4 high school graduates (12.9%), 11 vocational high school graduates (35.5%), 4 Diploma 3 graduates (12, 9%), and for Strata 1 graduates as many as 12 people (38.7%). With this, most of the employees at PDAM Tirta Musi Palembang are Graduates of Strata 1 Education.

4.4 Testing Result

Table 1. Simple Linear Regression Analysis Results

Coefficients					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	2.168	0,497		4.362	0,000
Job Description	0,435	0,146	0,485	2.988	0,006
A. Dependent Variable: Employee performance					

Source: Data processed 2022

From the results of Simple Linear Regression, the Regression coefficient value of X Job Description (Job Description) is 0.435 while the constant value (a) is 2.168, so from these results, the equation formula for Simple Regression can be formed as follows:

$$Y = a + bX$$
$$Y = 2{,}168 + 0{,}435X$$

The explanation of the Simple Linear Regression equation above is as follows:
1. Constant value of 2.168 means Job Description (X) can affect Employee Performance (Y) by 0.435.
2. Variable Regression Coefficient means Job Description (X) is 0.435. If Job Description (X) increases 5%, there will be an increase in Employee Performance.

Table 2. Results of the Analysis of Correlation and Determination Coefficients (R^2)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. The error in the Estimate
1	0,485[a]	0,235	0,209	0,10446
a. Predictors: (Constant), Job Description				

Source: Data Processed 2022

The Model Summary table shows that R is 0.485. The R in it is the Correlation Coefficient. When viewed based on the representation table, the correlation coefficient R of 0.485 shows that Job Description and Employee Performance can be categorized as having a medium relationship between the variables, and this can be seen through the correlation coefficient interpenetration, which is within 0.40 - 0.599.

Meanwhile, the value of Adjusted R Square (Coefficient of Determination) is 0.209, where the arithmetic analysis is 1 - 0.209 = 0.791. meaning that the coefficient of determination is 0.791 or 79.1%, which means that job descriptions have an effect of 20.9% on employee performance, and the remaining 79.1% is influenced by other variables outside the study such as Work Environment, Procedural Justice, Motivation and Work Discipline variables.

4.5 Discuss

The test results from the hypothesis show a significant positive effect between the Job Description variables on employee performance because the analysis of the T-test results shows the Account value of 2,988. A significance level of 0.006 <0.05, which means Ho is rejected, proves that job descriptions have a significant positive effect on employee performance of PDAM Tirta Musi, Palembang Distributor Section. From the results of the calculation of Simple Linear Regression, the value of the Regression Coefficient X Job Description is = 0.435, for the constant value of = 2.168. Based on the analysis conducted on the employees of PDAM Tirta Musi in the Palembang Distribution Section, the Job Description affects the performance of the employees of PDAM (Regional Drinking Water Company) Tirta Musi, the Distribution Section of Palembang.

V. Conclusion

From the results of research on the effect of job descriptions on employee performance of PDAM (regional drinking water company) Tirta Musi Section of Distribution Section of Palembang. Then some conclusions affect the performance of PDAM employees, as follows:

1. Research proves that Job Description has a positive effect on influencing employee performance levels, which means HO is rejected, and Ha is accepted. Obtained a constant value of 2.168 which means that Job Description (X) can affect Employee Performance (Y) by 0.435. Variable Regression Coefficient means Job Description (X) increases by 5%; there will be an increase in purchasing decisions.

2. The results showed that the R-value was 0.485. Based on the table representation of the correlation coefficient R, it shows that job descriptions and employee performance can be categorized as having a moderate relationship between the variables and can be seen through the correlation coefficient interpenetration, which ranges from 0.40 to 0.599.

3. It can be concluded that the coefficient of determination is 0.209, which means the arithmetic analysis is 1 - 0.209 = 0.791. which means that Job Description has an effect of 20.9% on Employee Performance, and the remaining 79.1% is influenced by other variables outside the study such as Work Environment, Procedural Justice, Motivation, Work Discipline, and other variables.

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