

Analysis of the Performance of the Deli Serdang Public Works Service in Services Related to the Implementation of Regional Roads

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ARTICLE INFO

Article history:
Received: 09-11-2020
Revised: 23-12-2020
Accepted: 31-01-2021

Keywords:
Works Service;
Services Related;
Service;
Performance.

ABSTRACT

This research was conducted at the Deli Serdang Public Works Department. The research objective was to determine the effect provided by the service on the performance of employees at the Public Works Agency (PU) Deli Serdang. This type of research uses correlational research, the study population is 285 employees who work at the Public Works Office (PU) Deli Serdang and the sample collection using the Slovin formula as many as 74 respondents. Sources of data using primary data and secondary data, data collection techniques using literature study, questionnaires and observations. The data analysis technique used validity and reliability tests, simple linear regression, classical assumption tests and hypothesis testing. Based on the research results indicate that partially service has a positive and significant effect on employee performance

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1. Introduction

The existence of human resources in an organization or company is a vital element and plays an important role in carrying out the activities of the organization or company to achieve its main goals. The still low level of services provided by the staff of the Public Works Agency in the field of regional road management is indicated by the absence of a systematic way of regulating the roads carried out by employees when managing jammed and crowded road conditions. As a result, poor service from employees results in road conditions causing noise, chaos and irregularity in the direction of each vehicle so that the possibility of traffic violations often occurs and accidents also make some road users injured. As a result of the many irregularities in road conditions in the Deli Serdang area amidst the crowd of community activities, the performance of employees in the eyes of the community is not good and even bad so that this can worsen the image of employees and make some people distrust the attitudes and actions of the PU Service employees. In addition to the low level of service provided by the staff of the Public Works Service to the surrounding community, it makes communication between employees and the community looser so that this happens for a long time which results in some people being ignorant of the regulations that are in effect and implemented by the Public Works Agency [20]. From the explanation above, the writer is interested in conducting further research entitled: "Analysis of the Performance of the Deli Serdang Public Works Service in Services related to the Implementation of Regional Roads." PU) Deli Serdang is related to the implementation of regional roads and how the service influences the performance of the Deli Serdang Public Works (PU) Office employees related to the implementation of regional roads.

2. Method

This research aims to see whether the service has an influence on the performance of the Deli Serdang Public Works Office (PU) employees related to the implementation of regional roads and how the influence provided by the service on the performance of Deli Serdang Public Works (PU) Office employees is related to the implementation of regional roads. In this study, the authors used a correlational research type. The population used in this study were 285 employees who worked in the Public Works Office (PU) in 2020. Priyastama (2017). The formula used to take the research sample is the Slovin formula as follows: sample in research 74 respondents

3. Results and Analysis

a. Data Validity Test

The validity test is used by correlating the total factor score with the total score. If the correlation of each factor (r count) is positive and the magnitude is 0.360 and above, then the factor is a strong construct so it can be concluded that the instrument has good construction validity.

Table 1
Validity Test Results

Statement Items Work Productivity Variable (Y)	Probability	Information
Y1-Y12	0.000 <0.05	Valid
Statement Items Service Variable (X1)	Probability	Information
X1-X6	0.000 <0.05	Valid
Statement Items Performance variable (X2)	Probability	Information
X1-X10	0.000 <0.05	Valid

Source: Primary data processed, 2020

This study shows that the number of research samples is $n = 74$, so that the value of $df = N - 2 = 74 - 2 = 72$ in order to obtain the coefficient r table = 0.228. Table IV.5 shows that all questionnaire items contained in the service have a Corrected Item-Total Correlation coefficient value $r_{count} > r_{table}$ (0.228), so it can be concluded that all questionnaire items on the service variable can be declared valid. All questionnaire items contained in performance have a Corrected Item-Total Correlation coefficient value $r_{count} > r_{table}$ (0.228), so it can be concluded that all questionnaire items on the performance variable can be declared valid.

b. Data Reliability Test

In this study, it was tested using the Inter-item Consistency. An instrument is considered reliable if it has an alpha (α) coefficient of 0.6 or more. The basis for decision making according to (Malhotra, 2017: 277) reliable instruments are:

- 1) If Cronbach's coefficient alpha (α) testing > 0.6 then the questions in the questionnaire are reliable.
- 2) If Cronbach's coefficient alpha (α) testing ≤ 0.6 then the questions in the questionnaire are not suitable for use (not reliable).

Table 2
Reliability testing

Variable	Cronbach Alpha	Decision
Service	0.857	Reliable
Performance	0.912	Reliable

Source: Primary data processed, 2020

Table 2 of the results of reliability testing for service variables and employee performance has a Cronbach's Alpha coefficient value > 0.6 so it can be concluded that all variables used are declared reliable, meaning that all respondents give their answers on average consistent and relatively stable between one questionnaire and another.

3.2. Data analysis

a. Classical Assumption Test Results

1) Normality Test Results

Based on the Kolmogorov-Smirnov test, the independent variables are 0.552 and 0.716 and the dependent variable is 0.115. This value is greater than 0.05 so that the data tested is normally distributed. so that the assumption of normality is fulfilled.

2) Linearity Test Results

Two variables are said to have a linear relationship if the significance is > 0.05 . From the table it can be seen that the significance value of the two independent variables is $0.873 > 0.05$ and $0.351 > 0.05$, meaning that all independent variables have a linear relationship with the dependent variable.

3) Multicollinearity Test Results

Based on the multicollinearity test with SPSS 20, the VIF value of the two independent variables was $1.665 < 10$, meaning that there was no multicollinearity between the independent variables in the regression model of this study.

b. Simple Linear Regression Test Results

Simple linear regression analysis aims to measure the strength of the relationship between two or more variables, besides that it also shows the direction of the relationship between the dependent variable and the independent variable. This study uses a simple linear regression equation because it has more than one independent variable. The following are the results of data processing using SPSS 20.

Table 3
Linear Regression Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,204	5056		,2374	,020
	Service	,913	,116	,682	7903	,000

a. Dependent Variable: Performance
Source: Primary data processed, 2020

The table above the results of the following simple linear regression testing can be presented with the regression equation, namely $Y = 12.004 + 0.913X$. Here are the results of the interpretation of the multiple linear regression equation above, namely:

- 1) The constant value (a) of 12.004 is fixed, meaning that it will increase the employee's performance by 12.004 units, assuming the coefficient value of the service is zero.
- 2) The service variable has a coefficient value of 0.913 and is positive, meaning that if there is an increase in one service, it will be able to increase employee performance by 0.913 units.

3.3 Discussion

Based on the results of statistical testing obtained, it shows that service has a positive and significant effect on employee performance at the Deli Serdang PU Service. This shows that the existence of services provided by Public Works Agency employees to the community is a benchmark in knowing the extent to which employees are performing when performing their duties. Therefore, service is one of the most important things in service to the community as a regional government agency.

However, it can be said that not all employees at the Deli Serdang PU Service have the same view regarding the importance of services to be provided to the community so that there are still some employees at the Public Works Service who do not care about excellent service to the community. On the other hand, it can also be said that employees also make differences in treatment for the services provided so that only relatives or relatives who have an interest or special relationship can new employees provide excellent service to the most vulnerable people. Meanwhile, those who do not have a relative relationship or an element of interest, the service from employees will be different and not as it should be.

There are differences between employees of the Deli Serdang Public Works Service when providing services to the community, so this will have a direct or indirect impact on the performance of employees when performing their duties, especially those directly related to the interests of the community. Therefore, this indicates that the level of service from employees will determine the extent to which the employees can provide performance to the Deli Serdang Public Works Service.

4. Conclusion

The results of the study led to the following conclusions:

- a. Employees at PT Surya Windu Pertiwi In general, it shows more personality openness to experience compared to other personality dimensions and this can be seen from the average value for the dimension of openness to experience which is the highest of 3.8889, which means that employees are employees. PT Surya Windu Pertiwi have broad interests, high imagination and also smart.
- b. Employees PT Surya Windu Pertiwi has a job satisfaction level as indicated by the average value for the job satisfaction variable of 3.1457. These results indicate that the employee is quite satisfied with the work he is doing at PT Surya Windu Pertiwi.

The results of testing the effect of personality on job satisfaction show that there is no influence of personality on job satisfaction with a P-value of $0.382 > 0.05$, which means that this research hypothesis is rejected.

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