



The Effect of the Performance of Gas Station Operators on the Use of the MyPertamina Application in PT. Satria Citra Kencana

Dian Fitri¹ (✉) , Ira Geraldina¹, and Supardi²

¹ Open University, Tangerang Selatan, Indonesia
dianbatamania@gmail.com

² Batam Tourism Polytechnic Campus, Batam, Indonesia

Abstract. The use of the MyPertamina application influences the lower middle class. The limited information and the exposure of the lower middle-class community have implications for the realization of the distribution of subsidized fuel oil. The writing of this article aims to determine the effect of the performance of gas station operators on the use of the MyPertamina application in PT. Satria Citra Kencana uses qualitative research methods by collecting data using observation and interviews with gas station operators. The result of this study is that the presence of the MyPertamina Application brings a positive influence on gas station operators pt. Satria Citra Kencana is a power that arises from people who form characters and characters, where gas station operators immediately understand the use of the MyPertamina application and help the community in its use.

Keywords: Influence · Performance · MyPertamina App

1 Introduction

The Government of the Republic of Indonesia recently issued a policy through one of the SOEs (State-Owned Enterprises), namely PT. Pertamina Persero (Pertamina) is the use of the MyPertamina application. The MyPertamina application is an application that will be used by the public in filling fuel (Fuel Oil). Previously, people who wanted to refuel at gas stations were enough to queue before finally arriving at the refueling station, but nowadays there are many among the upper middle class who refuel their vehicles with subsidized fuel which is fuel subsidized which is intended for the lower middle class.

Consumers who are entitled to receive solar subsidies have been fully regulated in Presidential Regulation No. 191 of 2014. So on that basis, the Central Government through Pertamina issued a regulation on the use of the MyPertamina application to ensure that subsidies from the two types of fuel were received by a truly decent society. In addition, the use of the MyPertamina application is to ensure the implementation of the duties of PT Pertamina (Persero), which was previously only responsible for the distribution and sale of fuel, now it is also asked to supervise the sale of subsidized fuel

is appropriate and the main reason is that most of the petalite fuel and solar subsidies are distributed to inappropriate people or not on point.

Quoted from the official website of PT Pertamina (Persero), Corporate Secretary of Pertamina Patra Niaga, Into Ginting said that the distribution of Peralite and Solar subsidies still has various challenges. One of the big challenges is the distribution that is not on target, where users should not be entitled to participate in consuming subsidized fuel. With the presence of improper users, it will certainly affect the quota that must be obeyed by Pertamina Patra Niaga as a business entity assigned by the government.

The use of the MyPertamina application is not as smooth as planned by the Government. The lower-middle-class people are the main target of using the MyPertamina application so the distribution of subsidized fuel oil on target does not receive a positive response because there are still many people in the lower middle class who still do not understand the use of smartphones, especially the use of the MyPertamina application. The limited information and the exposure of the lower middle-class community have implications for the realization of the distribution of subsidized fuel oil.

Peralite distribution has reached 57.56% or around 13.26 million kiloliters (KL) of the total quota this year of 23.05 million KL. Meanwhile, diesel has reached 51.24% of this year's total quota of 15.10 million KL with average monthly consumption above 10%.

Gas Stations (Public Refueling Stations) as distributors of Fuel Oil, one of which is subsidized Fuel Oil, are in direct contact with the people who use the MyPertamina application. The application is used to facilitate the service of gas stations in refueling. Moreover, the company will easily experience development and progress if it has quality human resources [1]. As for gas station employees, in this case, the operator of the refueling oil station who is dealing with the public will refuel using the MyPertamina application. Whether the performance of the gas station operator affects the use of the MyPertamina PT Satria Citra Kencana?

2 Methodology

The writing of this study uses qualitative research methods according to Marihot et al. [2] with data collection using observations and interviews with gas station operators who are directly related to the use of the MyPertamina application by people who want to refuel subsidized oil.

Before entering further into the discussion, you must know the relationship between the use of the MyPertamina application by the public to gas station operators, especially gas station operators in PT. Satria Citra Kencana (Fig. 1).

The policy of controlling subsidized fuel consumption issued by the government is carried out through PT Pertamina using the MyPertamina application system [3]. MyPertamina is a digital financial service application from PT Pertamina that is integrated with the LinkAja application. The MyPertamina application is used in non-cash fuel payments at Pertamina gas stations. This application offers various benefits to consumers such as practicality and ease of making transactions, being able to find out access to the nearest gas station, there are vouchers, and attractive cashback, as well as getting points from every transaction that can be exchanged for various rewards available in

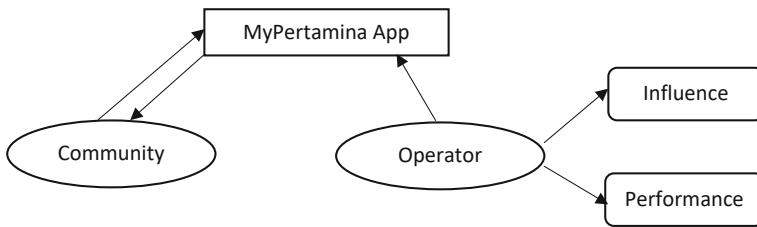


Fig. 1. Research Scheme MyPertamina

the Pertamina MyPertamina Application in Softina et al. [4]. The benefits that can be obtained by consumers if they use the MyPertamina application according to Oktaviana et al. [5], namely: Electronic payment (e-Payment), Earning Point, Redeem Point.

2.1 Performance

Performance is an overview of the level of achievement of the implementation of an activity/program/policy in realizing the goals, objectives, vision, and mission of the organization legally, not violating the law and by the law with morals and ethics, which are contained in the formulation of the strategic planning strategy of the organization concerned. Performance is an expectation in the form of the result of conformity between individual achievement efforts and organizational goals in this case the organizational goals of government officials (Budiyanto and Mochklas, 2020) [6]. According to Putri and Mursyidah [7] performance is the result of work that can be achieved by one or a group of people in an organization, according to their respective authorities and responsibilities, to achieve the goals of the organization concerned legally, not violating the law and by morals and ethics.

The work environment is everything that exists around the workman and that can affect him in carrying out the duties he carries out or that is his responsibility. Hartawati and Sahur [8] performance is a result obtained by a person in carrying out his duties in the Agency by the provisions and regulations carried out in the Agency. Performance is what affects how much they contribute to the organization. Performance improvement for both individuals and groups is the center of attention to improve organizational performance [9]. According to Rosminah [10] performance is the result of work that has been achieved by employees/employees by the duties and responsibilities that have been given and do not conflict with applicable law. According to Afandi in Triwandani [1] performance is the result of work that can be achieved by a person or group of people in a company by the authority and their respective responsibilities to legally achieve the goals of the organization, do not violate the law and do not conflict with morals and ethics. Setiawan and Nuridin [11] said the work environment is everything that exists around employees when working both physically and nonphysically that can affects employees while working. According to Cashmere the factors affecting performance consist of:

1. *Abilities and Expertise*

The ability or skill that a person has in doing a job. The more you have the ability and expertise, you will be able to complete the work according to what has been set.

2. *Knowledge*

The point is knowledge of work. A person who has good knowledge of work will give good work results, and vice versa.

The benchmarks in assessing performance according to Bernadin and Russel in Erri et al. [12] are the following performance benchmarks:

1. *Quality*

Each employee has their duties. As an employee, the first thing that is assessed in performance is how the quality of the work produced.

2. *Quantity*

One aspect of performance is how much work can be done.

3. *Punctuality/Timeliness*

This aspect looks at how short the time is spent to complete a particular job. The less time used, of course, the better the assessment you get.

4. *Cost-effectiveness*

The effectiveness of the use of funds, and how effective the expenses used in completing work tasks are. One of the aspects is how effectively the expenses are used in completing work tasks.

5. *Self-consideration*

The need for a supervisor One of the basis for determining aspects of performance is how independent it is to work. The less it is to get help from others, especially superiors, the more self-consideration will be.

3 Results and Discussion

As previously known, the MyPertamina application has brought influence or influence to the lower middle class as users of subsidized fuel oil, this influence is the lack of understanding of the public in the use of the application and its impact is the declining fuel sales and the number of complaints from the public.

A state in which there is a reciprocal relationship or causal relationship between what affects and what is affected. In this case, the influence is more inclined to something that can bring changes to a person to go in a more positive direction. If this influence is positive then, a person will change for the better, who has a vision and mission far in the future.

The MyPertamina application certainly brings a reciprocal relationship between the community, the MyPertamina application, and gas station operators (refueling officers). People will refuel oil by doing several commands on the MyPertamina application. The reciprocal relationship is that the gas station operator will check the data and if it is correct and appropriate, subsidized refueling will be carried out.

The operator of subsidized fuel oil gas stations at PT. Satria Citra Kencana has no negative influence on the MyPertamina application for subsidized refueling oil, as explained in the theory that influence is the power that exists and arises from something (people, things) that contribute to shaping a person's character, beliefs, or actions, the MyPertamina Application has a positive impact in the form of adaptability and the desire

to understand the procedures and mechanisms for using the MyPertamina application, the operator of PT gas stations. Satria Citra Kencana. The operator understands the use of the MyPertamina application in addition, for this understanding the gas station operator at PT. Satria Citra Kencana seems to be helping people to use the MyPertamina application which wants to refuel subsidized fuel oil.

The presence of the MyPertamina Application brings a positive influence on the gas station operator PT. Satria Citra Kencana, namely the power that arises from people who form character and character, where gas station operators who are in charge of subsidized fuel oil stations can immediately understand procedures and mechanisms for using the MyPertamina application and can help people who refuel subsidized fuel oil.

However, it is also necessary to see whether the MyPertamina application has an impact on the performance of gas station operators in PT. Satria Citra Kencana. According to Dariansyah et al. [13] performance or performance is an illustration of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives of the vision, and mission that poured through the strategic planning of an organization. Achievement or performance is a record of the results obtained from certain work functions or activities over a certain period, to assess achievement or performance requires indicators that can provide an objective assessment of the performance. This is supported by research [14] that task suitability and technology have a positive and significant effect on expediency and perception.

Referring to this theory based on the results of the interview, it can be seen that the gas station operator PT. Satria Citra Kencana for subsidized fuel oil refueling stations functionally continues to run as it should and works by SOPs (Standard Operational Procedures). The presence of the MyPertamina application brings an adaptation impact for the operator to work in refueling. This ability can help people to refuel subsidized fuel and has implications for the distribution of subsidized fuel oil on target to those who are entitled to receive it.

4 Conclusion

From the results of this study, it can be concluded that the presence of the MyPertamina Application has a positive influence on the operator of PT. Satria Citra Kencana, namely the power that arises from people who form character and character, where gas station operators who are in charge of subsidized fuel oil stations can immediately understand procedures and mechanisms for using the MyPertamina application. This ability can help people to refuel subsidized fuel and has implications for the distribution of subsidized fuel oil on target to those who are entitled to receive it.

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