

The Employee Performance of The Local Government Owned Water Utilities (PDAM) of Merauke in Papua Province

1st Simon Siamsa
Management Department, Faculty of
Economy and Business,
Universitas Musamus
Merauke, Indonesia
simonsiamsa@musamus.ac.id

2nd Elisabeth Lia Riani Kore
Management Department, Faculty of
Economy and Business,
Universitas Musamus
Merauke, Indonesia
lia_riani88@yahoo.com

3rd Marlyn Eleida Alfons
Management Department, Faculty of
Economy and Business,
Universitas Musamus
Merauke, Indonesia
alfons@unmus.ac.id

4th Adrianus Aprilius
Management Department, Faculty of
Economy and Business,
Universitas Musamus
Merauke, Indonesia
apriilius@unmus.ac.id

Abstract— The higher the level of motivation, supervision and discipline of work, the higher the employee performance. This research aimed to determine the effect of incentive, education, knowledge, availability of facilities, employee discipline, and work control on employee performance of the Local Government Owned Water Utilities (PDAM) in Merauke in Papua Province. This research used quantitative method with cross sectional study design. The population was all employees of the Local Government Owned Water Utilities (PDAM) of Merauke in Papua Province, consisting of 99 people. The data were obtained through observation, questionnaire, and documentation. The data were analyzed by using a statistic test with SPSS. The results of the research indicated that (1) incentive have a positive and significant effect on employee performance partially. This indicates that the higher the incentives given to the employees, the better the employee performance, (2) knowledge has a positive and significant effect on employee performance partially. This indicates that the higher the knowledge of the employees, the better the employee performance, (3) the availability of facilities has a positive and significant effect on employee performance partially. This indicates that the better the availability of facilities, the better the employee performance, (4) employee discipline has a positive and significant effect on employee performance partially. This indicates that the higher the employee discipline, the better the employee performance, and (5) control has a positive and significant effect on employee performance partially. This indicates that the higher the work control of the employees, the better the employee performance.

Keywords— incentive, education, knowledge, employee discipline

I. INTRODUCTION

As one of the Local Government Owned Enterprises engaged in water utilities for the public, the Local Government Owned Water Utilities (PDAM) of Merauke in Papua Province is required to meet the social function in the community, namely public service for fulfilling the needs of

the people, however, on the other hand, PDAM must develop its business functions, so that it can continue to develop in advancing its high-quality and satisfying service for the people.

In order to develop and be advanced in meeting the needs and demands of the people, including to face the rapidly increasing global competition, the rapid and unpredictable changes in the internal environment of PDAM also have some impact on new challenges that must be responded immediately. One source of competitive advantage that can be relied by PDAM in facing challenges is competition in service, the distribution of adequate and sufficient clean water and to meet the standards of health. Therefore, it is important to manage and develop the service resources (human resources, facilities, infrastructure) management, including policies and practices, in order to answer the opportunities and goals of the company in the future [1].

In order to improve the productivity, PDAM employees, as the public service officers, need policy support for employee discipline, knowledge, education, incentives, and motivation, so that they can improve and maintain their performance in meeting the demands and needs of the community. This is in line with the results of research conducted by [2], that supervision and discipline have a significant effect on the performance of the KSK BPS. [3] found that motivation, supervision and work discipline have positive and significant effect on performance, as shown that the higher the level of motivation, supervision and employee discipline, the higher the employee performance, vice versa, that the lower the level of motivation, supervision and employee discipline, the lower the employee performance. Work motivation and employee discipline have partial effect on employee performance based on the employee perception. Employee Discipline, Organizational Culture, and Communication

have simultaneous effect on Employee Performance. There is an effect of incentive and motivation on employee performance. The material and non-material incentives at the Grand Pujon View Hotel are very high, as seen from the average value of 3,84, the work motivation is high and the employee performance has a value of 3,97. The company must also maintain and improve its service to the provision of non-material incentive because the non-material incentive has an effect that can improve employee performance.

The success of the implementation of the tasks mentioned above depends on the availability of resources, including human resources, because the support of human resources has a very strategic value [4]. This is due to human resources act as planners, implementers, and supervisors at the same time for the implementation of activities. Human resources are the planners and implementers of organizational goals. It is impossible to achieve the organizational goals without having the employees playing an active role regardless their advancement as supervisors for the implementation of activities [5].

Human resources are the planners and implementers of organizational goals. It is impossible to achieve the organizational goals without having the employees playing an active role regardless the advanced tools owned by the company. Given the importance of the roles of the employees, a great company always has a specific department dealing with human problems which is usually called the human resources department. Starting from the factors of competitive advantage and human resource, as one of the determinants of success, it is important for the company to conduct an assessment on employee performance. It is very important in order to improve the effectiveness and efficiency so that the goals of the company that have been set can be achieved.

The performance of an employee can be seen from the results obtained from a completed work, as how the results of a work indicate the ability of an employee can provide the expected result in a company in accordance with the terms and conditions of the predetermined provisions. The preliminary research conducted by the researchers obtained some problems, such as, the lack of professionalism in employees, lack of ability in operating of machineries and equipment, the high workload due to the great number and area of work while having limited employees, the lack of equipment and facilities, lack of staff training, low work motivation, and limited experts, especially for the operation and maintenance of pumping machines. The problems have some impact on the disruption and delay in distributing the clean water to the community. This research aimed to determine the effect of incentives, education, knowledge, availability of facilities, employee discipline and supervision on the performance of employees of the Local Government Owned Water Utilities (PDAM) of Merauke Regency in Papua Province.

II. RESEARCH METHODS

A. Type of Research Research Site

The type of research is a survey by using the quantitative method with a *cross sectional* study design which is one form of *observational* (non-experimental) study. It is a study that aims to explain the causality or reciprocal relationship between variables. The main instrument in collecting data of this study was a list of questions arranged structurally based on the theoretical concept.

B. Data Collection Method

The types and sources of data used in this study were primary and secondary data. Primary data were sourced directly from the respondents collected through in-depth interview and questionnaires, while secondary data were obtained from the Local Government Owned Water Utilities (PDAM) of Merauke Regency in the form of company reports and various relevant documents or data.

C. Data Collection Technique

The data were collected through Observation, Questionnaire, Interview, and Documentation. Observation is one of the data collection techniques that is done by observing the research object directly in the research location. The questionnaire is a list of structured questions related to the research variables which is then asked to the respondents in the interview. Interview is conducted to obtain a more complete and accurate illustration of the respondents' responses to the research variables. Documentation is a secondary data collection technique which is conducted by studying the company activity reports, performance record documents, and other literature.

D. Data Analysis

The analysis method used was multiple linear regression, a linear relationship between two or more independent variables (X_1, X_2, \dots, X_n) and the dependent variable (Y). This analysis is to determine the direction of the relationship between the independent variables and the dependent variable whether each independent variable is positively or negatively related and to predict the value of the dependent variable if the value of the independent variable increases or decreases. The data used are usually interval or ratio scales.

The equation of multiple linear regression is as follow:

$$Y = a + b_1X_1 + b_2X_2 + \dots + b_nX_n \quad (2)$$

Information:

- Y = Dependent variable (predicted value)
- X_1 and X_2 = Independent variables
- a = Constant (Y value if $X_1, X_2, \dots, X_n = 0$)
- b = Regression coefficient (the increase or decrease value)

regression analysis. The results of the analysis showed that the availability of facilities, infrastructures, and incentives has a positive effect on employee performance.

The effect of employee discipline on the performance of employees of the Regional Water Supply Company (PDAM) in Merauke Regency. Based on interviews with the employees, they often come late to the office and often leave the office for various reasons, and are not compliant with the rules made by the company. The low level of employee discipline decreases work productivity and has a great effect on employee performance [9]. Based on the results of multiple regression test for the t-test of employee discipline variable, it was concluded that Employee Discipline has a positive and significant effect on employee performance partially.

The effect of supervision on the performance of employees of the Regional Water Supply Company (PDAM) in Merauke Regency. Based on interviews conducted with the employees, the variables of supervision are the lack of supervision to employees, and the supervision conducted by company leaders to employees is less comprehensive and is only in certain parts, and there is no strong warning on employees who often come late to the office. The weak supervision has a great effect on employee performance [10]. Based on the results of a multiple regression test for the t-test of supervision variable, it was concluded that supervision has a positive and significant effect on employee performance partially.

IV. CONCLUSION

Based on the results and discussion, it can be concluded that; (1) Incentives have a positive and significant effect on employee performance partially. This shows that the higher the incentives given to employees, the better the employee performance. (2) Knowledge has a positive and significant effect on employee performance partially. This shows that the higher the knowledge of the employee, the better the employee performance. (3) The availability of facilities has a positive and significant effect on employee performance partially. This shows that the better the availability of facilities, the better the employee performance. (4) Employee discipline has a positive and significant effect on

employee performance partially. This shows that the higher the level of employee discipline, the better the employee performance. (5) Supervision has a positive and significant effect on employee performance partially. This shows that the higher the level of supervision, the better the employee performance. It is suggested to the company to always improve the knowledge of employees so that they will have better performance.

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