The Influence Of Job Design, Leadership, And Motivation On The Performance Of Service And Technical Officers PT. Razza Prima Trafo at PT. PLN Medan

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ABSTRACT

This study aims to analyze the influence of job design, leadership, and motivation on the performance of service and technical officers at PT. Razza Prima Transformer who works at PT. PLN Medan. Job design is concerned with the way tasks are defined, organized, and mapped out in the work performed. Leadership focuses on the leadership style applied by managers or supervisors in organizations. Motivation involves factors that drive individuals to achieve goals and improve their performance. The research method used is a survey using questionnaires as a data collection instrument. The sample of this study consisted of service and technical officers at PT. Razza Prima Transformer who works at PT. PLN Medan. The collected data were analyzed using multiple linear regression analysis techniques. The population in this study was all Yantek officers totaling 110 people, while the sample of the population was 86 people. Data analysis techniques in this study use Data Quality Test, Classical Assumption Test, Multiple Linear Regression, and Hypothesis Test. Data processing in this study used SPSS software program version 25. It is partially known that job design, leadership, and motivation each have a positive and significant influence on the performance of Yantek officers at PT. Razza Prima Transformer Medan. It is simultaneously known that job design, leadership, and motivation each have a positive and significant influence on the performance of Yantek officers at PT. Razza Prima Transformer Medan

Keywords: Job Design; Leadership; Motivation and Performance

1. Introduction

In today's competitive business world, good performance of employees becomes a critical factor in achieving organizational success. PT. PT. Razza Prima Transformer is a company engaged in service and engineering at PT. PLN Medan. It is important for all companies to understand the factors that can affect the performance of service personnel and the techniques they perform, so as to increase efficiency, productivity, and job satisfaction. One factor that can affect employee performance is job design, which is how tasks are defined, organized, and mapped in the work performed. Good job design can give service and technical officers a clear feeling of responsibility and assignment that matches their skills. In addition, leadership also plays an important role in influencing employee performance. Effective leadership styles, such as inspirational and supportive leadership, can
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motivate employees to perform well and contribute to the maximum. In addition to job design and leadership, motivation is also a significant factor in improving employee performance. High motivation can encourage employees to achieve organizational goals and improve the quality of work done. Financial incentives, recognition of achievements, and career development opportunities are some of the motivating factors that can affect employee performance. However, despite the importance of these factors, there have not been many studies that specifically examine the influence of job design, leadership, and motivation on the performance of service and technical officers in PT. Razza Prima Transformer. So this research is so important by analyzing the influence of these factors on the performance of service and technical officers in the company.

Previously, there have been previous studies using 3 variables, namely motivation, work stress and job design Sunarsih, Hamidah and Suprihanti 2022) while this study used Job Design, Leadership, and Motivation variables. The results of the research can provide knowledge, especially for PT. Razza Prima Transformer and PT. PLN Medan in optimizing the performance of their officers by understanding the influence of job design, leadership, and motivation, companies can take appropriate steps to improve the performance of their employees, which will ultimately have a positive impact on organizational success and customer satisfaction.

2. Methods

This research uses a quantitative approach, namely research by testing data in the form of numericals (numbers) with a descriptive approach. According to (Sugiyono, Qualitative Quantitative Research Methods and R&D 2019, 18) qualitative research methods are research methods based on the philosophy of postpositivism. Used to examine the natural condition of objects, (as opposed to experiments) where the researcher is the key instrument. Data collection techniques are carried out by triangulation (combined), data analysis is inductive / qualitative, and qualitative research results. According to (Sugiyono, Qualitative Quantitative Research Methods and R&D 2019, 130) population is a generalization area consisting of objects / subjects that have certain quantities and characteristics set by the author to be studied and then drawn conclusions. In this study the population used was a questionnaire given to 110 people.

The stages of this research are as follows:

1. Research Design This study uses a quantitative approach to collect and analyze the necessary data. This approach will provide a comprehensive understanding of the influence of job design, leadership, and motivation on the performance of service and technical officers at PT. Razza Prima Transformer at PT. PLN Medan.
2. Population and Sample. The population in this study is service and engineering officers at PT. Razza Prima Transformer who works at PT. PLN Medan. Research samples will be selected using simple random sampling techniques or convenience sampling techniques, where respondents are selected based on availability and ease of access. A large enough sample size will be attempted to obtain more representative results.
3. Data Collection Instruments. Data will be collected using questionnaires as the main instrument. The questionnaire will consist of several sections that include job design, leadership, motivation,
and performance variables. The questions in the questionnaire will be designed based on theoretical constructs and related literature. The validity and reliability of the instrument will be tested before the research is carried out.

4. Data Collection Process. The questionnaire will be distributed to respondents who have been selected as research samples. The data collection process can be done through direct interviews, independent questionnaire filling by respondents, or online questionnaire filling through an electronic survey platform. The research officer will provide the necessary explanation to respondents regarding the purpose of the research and maintain the confidentiality of the data provided.

5. Data Analysis. The collected data will be analyzed using statistical analysis techniques. Multiple linear regression analysis will be used to examine the effect of the independent variable (job design, leadership, and motivation) on the dependent variable (performance). In addition, descriptive statistical analysis will also be used to provide a general overview of the characteristics of the research sample.

6. Result. The results of the data analysis will be interpreted comprehensively and linked to relevant theories. Research findings will be presented in the form of a clear and structured research report, including tables, graphs, and supporting citations. Practical implications and suggestions for further research will also be outlined in the research report.

3. Results and Discussion

1. The Effect of Job Design on the Performance of Yantek Officers of PT. Razza Prima Transformer Medan

The results of this study show that in job design there is a positive influence on the performance of Yantek officers at PT. Razza Prima Transformer Medan. Job Design (X1) has a significant effect on Performance (Y) because the significance value of X1 against Y is 0.020 < 0.05 and the t-count value > t-table or 2.383 < 1.989. Every company, absolutely has a job design or job design because what is done is to assemble a number of tasks into a job so that the work done becomes directed and clear. Job design is also related to the personality of its employees because in this case it involves a sense of interpersonal responsibility. At Yantek officers, before doing everything stated in the job design. They are first given the opportunity to explore further about what they will do as well as maximize knowledge and understanding of their work so that a sense of responsibility arises. From this sense of responsibility will cause a sense of ownership of a job and will maximize the performance of Yantek officers to carry out job design. This is in accordance with the theory of job design contained in (Rinawati 2019, 149). States that job design is concerned with determining the structure of task relationships and interpersonal relationships of a job by determining how much diversity, responsibility, significance, and autonomy a worker is given by his job. In designing work, work must be well designed and can provide benefits for both employees and the company. Similarly, PT. Razza Prima Transformer, with this job design that has been designed, Yantek officers are optimistic that they will be able to accelerate their work and be more skilled in many things but still stick to the SOPs that apply in the company. The results of this study are in line with research.
conducted by (Sulistyawati and Wirastuti 2022, 53). Based on previous research, it is known that job design variables partially have a significant effect on employee performance. The influence of job design on employee performance at the Perdana Savings and Loans Cooperative has a positive value. This means that if the job design supports it, it will have an impact on employee performance. With the improvement of good job design, it will be followed by an increase in employee performance.

2. The Influence of Leadership on the Performance of Yantek Officers of PT. Razza Prima Transformer Medan.

The results of this study show that there is a positive influence of leadership on the performance of Yantek officers at PT. Razza Prima Transformer Medan. Leadership (X2) has a positive and significant effect on the performance of Yantek officers because it has a significant value of 0.014 < 0.05 and t-count > t-table 2.499 > 1.989. Leadership at PT. Razza Prima Transformer is already quite effective. The leader here leads and becomes one vision, mission and goal so that Yantek officers feel more able to perform the tasks given by the company. It is appropriate for a leader to be a systems thinker for his members so that the work done is more directed and systemic. Similarly, the leadership at PT. Razza Prima Transformer that makes Standard Operational Procedures (SOP) for all employees to work according to the rules. Also design a concept in each job so that all employees, especially Yantek officers, can work according to their respective portions. This is in accordance with the leadership theory of Contingency Theory Leadership according to Luthan in (Sari 2021, 5-6). This Toeri explains the importance of followers and builds a logic by which leaders can compensate for their limited abilities and motivations. In this toeri also states that an effective leader is one who is able to adjust his behavior to his followers and build a good work environment.

Leaders who always move dynamically and think creatively can also have a positive influence on employees. This is because of the heavy competition in the corporate world so that a leader must provide something new and keep up with the times. Also create new things so that the company can survive. This in fact can also have a positive impact on the performance of Yantek officers in carrying out the duties given by the leadership. Leader at PT. Razza Prima Transformer is also not reluctant to provide knowledge and information regarding matters related to work to Yantek officers. Not only as a leader for the company, but also as an instructor and trainer for the officers. If there is a problem in the work that is being experienced by Yantek officers, the leader also often helps in solving it.

The results of this study are in line with previous research written by (Febriansyah, Sumarni and Haryono 2020, 26). In previous research, the results of testing on the hypothesis of the influence of leadership on the performance of employees of the South Sumatra Provincial Education Office showed a positive and significant influence of leadership on performance. Efforts that leaders can make to improve employee performance are by increasing the willingness to guide subordinates, give instructions on the implementation of work, instruct everything related to tasks, and increase responsibility.

The results of this study show that there is a positive influence of motivation on the performance of Yantek officers at PT. Razza Prima Transformer Medan. Motivation (X3) has a positive and significant effect on the performance of Yantek officers because it has a significant value of 0.000 < 0.05 and t-count > t-table 5.545 > 1.989. In this company, work motivation is needed for all employees, especially Yantek officers who go directly to face customer problems. According to Hasibuan in (Mardah 2021), explaining that motivation is the provision of driving energy that grows one's work gariah. In order to be encouraged to work. Equally, work effectively, and integrate with all its efforts to achieve satisfaction. Every Yantek officer has a desire to provide good work results for the company. Because the results of good work will be appreciated directly by the leader in the form of awards. This is one way for company leaders to be able to increase work motivation for their employees. In addition, motivation can also be formed from the environment where employees spend most of their time. At PT. Razza Prima Transformer Medan, motivation in the work environment that affects performance is in the facilities provided. Including work support facilities, such as official clothing and personal protective equipment, are usually prepared even before D. so that this will make it easier for Yantek officers to complete their work. In addition, competition between Yantek officers to be the best and get awards can also increase the work motivation of officers.

This research is also in line with the results of previous research written by (A. Sunarsih 2022, 6). The results of previous research show that motivation affects employee performance at PT Lingkar Organik Indonesia. In principle, humans will do activities that they find enjoyable. But in a forced situation a person will probably do activities that he does not like. Companies in the process of utilizing employees will be better if employees can be motivated in carrying out their work.

4. The Influence of Job Design, Leadership, Motivation on the Performance of Yantek Officers at PT. Razza Prima Transformer Medan

The results showed that the variables of job design, leadership and motivation had a positive effect on the performance of Yantek officers at PT. Razza Prima Transformer Medan. This is because it is known that the value of the coefficient of determination R square is 0.693 which means that the dependent variable that can be described by the independent variable is 69.3%. So it can be concluded that the independent variable (X1, X2, X3) has an effect of 69.3% on the dependent variable (Y). According to (A. P. Mangkunegara 2017, 67) the definition of performance is the result of work in quality and quantity achieved by an employee or an employee in carrying out his duties in accordance with the responsibilities given to him. Optimal performance will be achieved if the factors that influence it are also supportive. Including job design, leadership and motivation factors. At PT. Razza Prima Transformer, these three factors have proven to have a positive influence on improving the performance of Yantek officers. The job design at this company has been well designed and provides many benefits for Yantek officers. With job design, officers feel more responsible for their work so that they want to give the best results in their work. In addition, with the design of job design for Yantek officers, it makes work more measurable, directed and systematic. So that work can be completed in a more effective time. Turning to leadership, leaders at PT. Razza Prima Transformer also has an influence in terms of improving the performance of Yantek officers. Leaders do not hesitate to share their knowledge with Yantek officers so that they can increase the knowledge of
Yantek officers about jobs they do not understand. Leaders also design jobs and SOPs that are in accordance with the abilities of Yantek officers so that their work is more optimal. Also creative ideas from leaders to defend the company from competition and the development of the times. In addition, motivation also affects the improvement of the performance of Yantek officers. This can be seen from the high competition between Yantek officers to be the best in order to get awards. This attitude is a form of the emergence of a sense of motivation from within to improve performance. Facilities also help in motivating Yantek officers, complete and available job support facilities make Yantek officers enthusiastic in carrying out their work. This is in line with research conducted by (Saputra 2020, 131) which says that leadership as one of the factors that affect performance. In this case, it plays a role in influencing towards achieving organizational goals that will be achieved if it has high performance. Leadership here is marked by the establishment of good relationships between leaders of PT. Razza Prima Transformer with Yantek officers. There is trust and respect for the leader so that the leader's position is strong in deciding policies. Also the readiness of Yantek officers in carrying out duties. Likewise, the motvasi in (Saputra 2020, 132), shows that there is a positive relationship between motivation and performance. The importance of the role of motivation for Yantek officers is supported by the results of this study. The emergence of a strong desire from Yantek officers to get appreciation from the leadership, can arise because of motivation. This motivation will also trigger Yantek officers to be able to improve their performance.

**Conclusion**

Based on the data obtained from the results of the analysis, several conclusions can be drawn as follows:

1. Job Design (X1) has a significant effect on the Performance (Y) of Yantek officers at PT. Razza Prima Transformer Medan because the significance value of X1 against Y is the Sign value < 0.05 or 0.020 < 0.05 and the t-count value < t-table or 2.383 > 1.989. Based on this, it can be concluded that job design has a positive and significant influence in improving the performance of Yantek officers at PT. Razza Prima Transformer Medan.

2. Leadership (X2) has a significant effect on the performance (Y) of Yantek officers at PT. Razza Prima Transformer Medan because the significance value of X2 against Y is the Sign value < 0.05 or 0.014 < 0.05 and t-calculate > t-table or 3.338 > 1.989. Based on this, it can be concluded that leadership does have a positive and significant influence in improving the performance of Yantek officers at PT. Razza Prima Transformer Medan.

3. Motivation (X3) has a significant effect on the performance (Y) of Yantek officers at PT. Razza Prima Transformer Medan because the significance value of X2 against Y is the Sign value < 0.05 or 0.000 < 0.05 and t-calculate > t-table or 3.780 > 1.989. Based on this, it can be concluded that motivation does have a positive and significant influence in improving the performance of Yantek officers at PT. Razza Prima Transformer Medan.

4. Job Design (X1), Leadership (X2), and Motivation (X3) affect the Performance (Y) of Yantek officers at PT. Razza Prima Transformer Medan. This is because it is known that the value of the
coefficient of determination R square is 0.693 which means that the dependent variable that can be explained by the independent variable is 69.3%. So it can be concluded that the independent variable (X1, X2, X3) has an effect of 69.3% on the dependent variable (Y).

Based on the results of research, discussion and conclusions that have been obtained, the person gains knowledge that can be used as suggestions as follows:

1. **Job Design**, based on the results of research conducted, it is known that the indicator of Freedom & independence in carrying out tasks on the Job Design variable gets the lowest assessment from respondents. Related to this, researchers suggest to be able to improve training and direction for Yantek Officers so that they can carry out work independently according to Job Design in order to improve performance even better in the future.

2. **Leadership**, the results showed that the creator indicator on the leadership variable received the lowest assessment from respondents. So innovation is needed to have a structural leader level within the company to provide improvement ideas to all Yantek officers equally, so that Yantek Officers can understand their Jobdesk well so as to provide even better performance to the company.

3. **Motivation**, an indicator of working conditions on motivation variables gets the lowest assessment from respondents. Then it is necessary to improve the performance of productive individuals and companies and even better, the importance of good coordination and cooperation between colleagues. This is very much needed because not only performance can increase, but the motivation of Yantek officers in working can also increase.

4. **References**


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