

## The Influence Of Job Design, Leadership, And Motivation On The Performance Of Service And Technical Officers PT. Razza Prima Transformer 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 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

Results should be clear and concise. The results should summarize (scientific) findings rather than providing data in great detail. Please highlight differences between your results or findings and the previous publications by other researchers. The discussion should explore the significance of the results of the work, not repeat them. A combined Results and Discussion section is often appropriate. Avoid extensive citations and discussion of published literature. [Times New Roman – 12 – normal]. The format of tables do not use column (vertical) lines and row (horizontal) lines are used only for the head and tail of the table.

The font of the table entry may be reduced. Figures in the table should not be over-repeated in the narration before or after the table. Figures are written in the following format. Thousands are marked using commas; e.g.: 1200300 is written as 1,200,300. Decimal points are marked with a period followed by two number digits; E.G.: 12.34. For figures lower than 1, the zero is not needed; e.g.: .12. For mathematical symbols or notations, the alphabet is italicized, but Greek letters are written upright using the correct symbols. The equal sign is given a punch space before and after; e.g. (English format):  $r = .456$ ;  $p = .008$ . For statistical values having degrees of freedom such as  $t$ ,  $F$ , or  $Z$ , the figure of the degree of freedom is written in braces such as  $t(52) = 1.234$ ;  $F(1, 34) = 4.567$ . Statistical calculation for hypothesis testing should be completed with effect sizes; for example: the t-test using *cohen's d*, the F-test using *partial eta squared*, or other post-hoc tests in line with the



references under consideration. Table titles are placed before the table and placed in the centered format. The opposites, picture titles are placed after the picture and placed in the centered format also.

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1	Junior High School's Teacher Nation				License	
	36		Thailand			
	f	%	f	%	f	%
Men	29	34	7	16	35	22
Women	46	66	36	84	83	78
Total	75	Gender	Junior High School's Teacher Nation	Total	118	Philippines
<b>Thailand</b>						
f	%	Download	29	34	7	16
35	22	Women	46	66	36	84
83	78	Total	75	100	43	100
118	100	Working Period	2	4.7	4	3.4
> 20 Year	14	1 – 5 Year	26	34.7	14	32.6
40	33.9	6 – 10 Year	23	32.7	14	32.6

Description:

\*) = explanation (TNR-9-normal)



**Picture 1.** Title (TNR-11-normal)

Citation in the text body should be written using the family name and years of publication (**American Psychological Association (APA), 6th Edition**). Example:

1. One author: Hamid (2019) states ..... Or ..... (Hamid, 2019)
2. Two author: Hamid and Sholih (2019) state ..... Or ..... (Hamid & Sholih, 2019)
3. Three authors: Hamid, Sholih, and Haikal (2019) state ..... Or ..... (Hamid, Sholih, & Haikal, 2019)
4. More than three authors: Hamid et al (2019) state ..... Or ..... (Hamid et al, 2019)
5. Citing author with multiple works from one year: (Hamid, 2017a) Or (Hamid, 2017b)
6. Citing multiple works in one parentheses: Hamid (2015, 2018, 2019) Or (Hamid, 2015, 2018, 2019) if these works by the same author; (Mitchel & Sholih, 2019; Thomson, Hilmi, & David, 2018)
7. Citing a group or organisation: First cite (International Citation Association, 2019); Further cite (Citation Association, 2019)
8. Citing a secondary source: Mulyadi (2007) as cited in Hamid (2019) Or (Mulyadi, 2007, as cited in Hamid, 2019)

#### 4. Conclusion

Conclusions should answer the objectives of the research. Tells how your work advances the field from the present state of knowledge. Without clear Conclusions, reviewers and readers will find it difficult to judge the work, and whether or not it merits publication in the journal. Do not repeat the Abstract, or just list experimental results. Provide a clear scientific justification for your work, and indicate possible applications and extensions. You should also suggest future experiments and/or point out those that are underway. [Times New Roman – 12 – normal].

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