THE EFFECT OF WORK FACILITIES ON 54.661.11 SPBU WLINGI DISTRICT BLITAR REGENCY

Yoga Dwi Rusdian Putra, Suprianto
Fakultas Ekonomi Universitas Islam Balitar
Email; yogadr@gmail.com, suprianto@unisbabalitar.ac.id

ABSTRACT

The purpose of this study was to determine the level of work facilities and the level of the employees productivity of 54.661.11 SPBU Wlingi District Blitar Regency, and to determine the effect of work facilities of Employee productivity on the 54661.11 SPBU Wlingi Blitar. The method used is a quantitative approach research method. The subjects of the research were the employees of 54.661.11 SPBU Wlingi Blitar Regency. The research sample uses random sampling techniques. The total number of research 19 village officials (respondents). The data collection methods used in this study are questionnaires that must be filled out by respondents. The analysis technique used is the Product Moment analysis technique from Karl Person. The results of the validity test of each scale of work facilities and productivity of village officials received amounted to 15 items and 10 items. The result of this research is a significant influence of work facilities to the employees productivity of 54.661.11 SPBU known $t_{hitung} > t_{tabel}$, = 0.536 > 0, 433 then Ho is rejected and Ha is accepted. It means that there is an influence between work facilities to the employees productivity of 54.661.11 SPBU Wlingi Blitar. The coefficient of determination above is $(r^2) = (0,543^2) = 0,30$ or 30%. It means that the variance that occurs in the 30% employee productivity variable is determined by the variance that occurs in the work facilities variable. This understanding is often interpreted the influence of work facilities on employee productivity = 30%, and the remaining 70% are other factors including work motivation, work discipline and others.

Key Words: Work Facility, Work Productivity, and Employees.

1. INTRODUCTION

Human resources become one of the internal factors that play an important role in determining the success or failure of an organization in achieving its goals, because human resources are the only place the knowledge assets are inherent (Lancourt and Savage (1995) in Kasmawati (2018)).Organizations which have quality human resources, it will become an compete and excel organization, because it will produce high performance . An organization's performance is an indicator of the success or failure of the organization in achieving its stated goals, because employee performance can affect how much they contribute to the organization itself ”(Mathis and Jhackson, 2002: 78).

The performance is influenced by the available work facilities. Completeness of work facilities, so in completing the work will be maximal. Adequate work facilities with proper conditions to use and well maintained will help smooth the work process in an organization (Thomas & Rorong, 2017).Work facilities must be adequate and efficiently regulated so that office activities can run smoothly, with work equipment that is poorly maintained, the amount not full fill with the needs become obstacle that can hamper performance. "Work facilities are all things that are used, occupied by employees both in direct contact with work and for smooth work"(Moenir, 1987: 197). With complete facilities such as work equipment facilities, social facilities, the performance of village officials will be maximal because it provides convenience to complete their work.

Husnan (2002: 187), "Work facilities are a form of organizational service to employees in order to support performance in meeting employee needs, so as to increase

employee productivity." The existence of work facilities provided by the organization strongly supports employees in working. The work facilities as tools or facilities and infrastructure to help employees to more easily complete their work and employees will work more productively.

Sudarmo (2001: 12) "Productivity is not just a technical or managerial problem but it is a complex problem, a problem regarding government goods, trade unions and other social institutions, the more different the goals the more different the definitions, its productivity ".

Mulyono, (2001: 54) "Explain that the organizational level productivity measurement is used as a management tool to analyze and encourage production efficiency." First with the initial reporting of the organization and the implementation of a measurement system will raise employee awareness and interest in the level and sequence of productivity. An organization can create a pleasant work environment in the sense that there is a good influence between work facilities, employees and superiors will be able to increase employee productivity.

The study was conducted at 54.661.11 SPBU office Wlingi Blitar Regency. Inside the gas station 54,661.11 Wlingi District there is a 54.661.11 SPBU employee organization consisting of supervisor and employees who work in serving the community to sale the fuel oil.

In Indonesia, one of the company that produces and supplies fuel is PT Pertamina (Persero). Pertamina continues to develop new service standards to ensure consumers get the best service. SPBU (Public Fuel Filling Station) is a private party working together as a means to distribute products produced by Pertamina.

The overall process of improving services and facilities for Pertamina's gas stations is not easy, because of the large number of gas stations in Indonesia. SPBU always provides brand image innovation, one of them is *Pertamina PASTI PAS*!!. Acording to Kotler (2008:404)Brand image is a set of values with a brand. *Pertamina PASTI PAS* gas station is a certified gas station that can provide the best service that meets the standards. *PASTI PAS!* provide guaranteed quality and quantity of fuel, friendly service, and convenient facilities to achieve customer satisfaction. Service quality is a basic business strategy or specification that produces goods and services that make customers easily meet their needs and interests. Thus the manager of the gas station must be able to know the quality of the services provided, the satisfaction of the buyer receiving the service and understand the interests and behavior of the buyer to use the same gas station service when need service in the future (Fahrian, Hasiolan & Haryono, 2015). According to Susanto, et al (2016) Service quality is "a basic business strategy or specification that produces goods and services that make customers easily meet their needs and interests". Through good service, fast, thorough and accurate can create customer satisfaction and loyalty to the gas station that ultimately consumers will remain loyal to the gas station. According to Kotler and Keller (2009: 177), satisfaction is a feeling of pleasure or disappointment someone who appears after comparing the performance (results) of the product thought to the expected performance (or results). If the performance is not appropriate with expectations, the consumer is not satisfied. If performance meets expectations, the customer is satisfied. If performance exceeds expectations, the customer is very satisfied or happy. That is the main purpose.

Thus, by looking at the existing reality causes it need to do a research on whether

there is" The Effect of Work Facilities on the Employee Productivity of 54.661.11 SPBU Wlingi Blitar Regency"

2. RESEARCH METHOD

The research occurs in the office at 54.661.11 SPBU Wlingi District Blitar Regency. It is located at Jalan Raya Tangkil Pandean Wlingi District Blitar Regency. While the whole of this research activity was carried out for two months, from January 4th to March 3rd, 2017.

1. Research Planning

Based on the research objectives, this research uses a quantitative approach (Suharsimi Arikunto, 2002: 86). Quantitative research, as the name implies, is demanded to use numbers, starting from data collection, interpretation of the data, and the appearance of the results.

2. Variable Identification

Identification of research variables will determine which variables have a role called independent variables or independent variables and which variables are bound called dependent variables or dependent variables (Suharsimi Arikunto, 2002: 10).

a. Independent Variable (X): Work Facilities

Work facilities are facilities or equipment to facilitate organizational activities and also for the welfare of employees so that employees can carry out their employment properly. So the work facility is something that must be provided by the organization, both facilities that are provided directly or supporting facilities for ease and comfort for employees in conducting employment.

b. Dependent Variable (Y): Work Productivity

Work productivity is the ability to produce goods and services from various resources or factors of production used to improve the quality and quantity of work produced in an organization.

3. DISCUSSION

Work facilities are infrastructure or vehicles to do or make things easier. The work facilities in this case are, of course, concerned with physical facilities which can process an input to the desired output. With complete facilities such as work equipment facilities, social facilities, the performance of village officials will be maximal because it provides convenience to complete their work so it can increase employee productivity.

The effect of work facilities on 54.661.11 SPBU Wlingi Blitar to the employee productivity shows that 19 of the respondents stated that the level of employees' facilities and the employee productivity in 54.661.11 SPBU is in the medium category.

Based on the processed data using SPSS 16.00 a computer program for windows, it is known the effect of work facilities to the employee productivity on 54,661.11 SPBU Wlingi Blitar. It was shown that the correlation coefficient (r_{xy}) found was 0.543 included in the medium category. Significance test can be seen that n = 10, the error level of 0.05, then the price of $r_{tabel} = 0.433$. The conditions are if $t_{hitung} > t_{tabel}$, = 0.536 > 0, 433 then Ho is rejected and Ha is accepted. It means that there is an influence which is working facilities to the employee productivity of 54.661.11SPBU Wlingi Blitar .

The coefficient of determination above is $(r^2) = (0{,}543^2) = 0{,}30$ or 30%. It means that the variance that occurs in the 30% employee productivity variable is determined by the variance that occurs in the work facilities variable. This understanding is often interpreted the influence of work facilities to employee productivity = 30%, and the remaining 70% are other factors including work motivation, work discipline and others.

4. CONCLUSION

From the results of the research and discussion above, it can be concluded as follows:
1. The level of work facilities of 54.661.11SPBU employees is 15.79% as the high category, 73.68% as the medium category, and 10.53% as the low category;
2. The level of employees productivity of 54.661.11 SPBU is 31.58% as the high category, 52.63% as the medium category, and 15.79% as the low category.
3. There is a significant influence of work facilities to the employees productivity of 54.661.11SPBU known $t_{hitung} > t_{tabel}$, = 0.536 > 0, 433 then Ho is rejected and Ha is accepted. It means that there is an influence between working facilities to the employee productivity of 54.661.11 SPBU Wlingi Blitar. The coefficient of determination above is $(r^2) = (0{,}543^2) = 0{,}30$ or 30%. It means that the variance that occurs in the 30% employee productivity variable is determined by the variance that occurs in the work facilities variable. This understanding is often interpreted the influence of work facilities to employee productivity = 30%, and the remaining 70% are other factors including work motivation, work discipline and others.

REFERENCES

Arikunto, S. (2002). Metode Penelitian Suatu Pendekatan Praktek. *Jakarta: PT. Rineka Cipta*.

Fahrian, F., Hasiolan, L. B., & Haryono, A. T. (2015). Pengaruh Citra Merek, Lokasi, Kepercayaan Dan Kualitas Pelayanan Terhadap Minat Membeli Bbm Di Spbu Gasindo Mekar Putra Semarang. *Journal of Management*, *1*(1).

Gitosudarmo, I., & Mulyono, A. (2001). Prinsip Dasar Manajemen Edisi 3. *BPFE. Yogyakarta*.

Jackson, J. H., & Mathis, R. L. (2002). Manajemen sumber daya manusia. *Jakarta: Salemba Empat*.

Kasmawati, K. (2018). Sumber Daya Manusia Sebagai Sumber Keunggulan Kompetitif. *Idaarah: Jurnal Manajemen Pendidikan*, *2*(2), 229-242.

Kotler Philip dan Gary Amstrong. (2008). Prinsip-prinsip Pemasaran. Edisi Kedelapan, Penerbit Erlangga, Jakarta.

Kotler, P., & Keller, K. L. (2009). Manajemen pemasaran.

Moenir, A. S. (1987). Dasar-Dasar Ilmu Perkantoran. *Gunung Agung, Jakarta*.

Mulyono, G. D., & Sudarmo, I. G. (2001). Prinsip Dasar Manajemen.

Ranupandojo, H., & Husnan, S. (2002). Manajemen personalia. *Yogyakarta: BPFE*.

Susanto, H., Fuadri, F., & Yuliani, Y. (2016). Analisis Kualitas Pelayanan Terhadap Kepuasan Pelanggan Dengan Menggunakan Metode Servqual Di Spbu Pasti Pas Meureubo Kabupaten Aceh Barat. *Jurnal Optimalisasi*, *2*(2).

Thomas, Y. A., Rorong, A. J., & Tampongangoy, D. (2017). Pengaruh Fasilitas Kerja terhadap Kinerja Pegawai Negeri Sipil di Kantor Dinas Pendidikan Minahasa Tenggara. *Jurnal Administrasi Publik*, *3*(046).