



The effect of implementing management functions in improving employee performance at the office of pt. Indonesian telecommunications (tbk) Makassar city

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ABSTRACT

One of the factors that determine the achievement of company performance and organizational goals, human resources. In achieving organizational goals, human resources are very important to develop. The purpose of this research is to find out and analyze the effect of implementing management functions in improving employee performance at PT. Telecommunications Indonesia (Tbk) Makassar City. This research took place in Makassar City. While the data used in this study is employee data at PT. Telecommunications Indonesia (Tbk) Makassar City. As for data collection techniques, the distribution of questionnaires and observations at PT. Telecommunications Indonesia (Tbk) Makassar City. The analytical method used is a quantitative method. From the results of research on the Effect of Implementing Management Functions in Improving Employee Performance at PT. Telecommunications Indonesia (Tbk) Makassar City. Very influential on employee performance, namely reaching 80%, with the influence equation $Y = 19.582 + 0.354 X$, has a positive and significant influence or relationship with employee performance. The positive and significant influence indicates that there is a unidirectional influence between the variables of management functions and employee performance variables. Unidirectional influence here means that if the variables of management functions are low then it will be followed by low employee performance, and vice versa, if the application of management functions is high then it will be followed by high employee performance as well.

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1. INTRODUCTION

Human resource management considers that employees are the main wealth that must be managed properly. The existence of human resource management is very important for companies or institutions in managing, organizing, managing and using human resources so that they can function productively, effectively and efficiently to achieve a goal. company. Human resource management is also a part of development science and technology advances, as well as management science which focuses more on regulating the role of human resources in a company. Currently, technology and

civilization demand competent human resources who choose motivation and work experience who are skilled in carrying out their roles and functions, both individually and for the goals of an organization.

With human resources, workforce has an important role in a company because human resources have a very strategic role as the implementation of management functions, namely planning, organizing, controlling and supervising. Availability of human resources is not a guarantee that the company can be managed properly. good. For this reason, a highly skilled and professional workforce is needed, so that it can contribute optimal performance in accordance with the goals set by a company.

Improving employee performance is one dimension that can be used to regulate employee strengths in surviving and carrying out their duties and obligations as employees and where they live. Employees are required to be able to carry out the tasks assigned to them properly so that they can achieve their goals too, namely by optimizing working time, discipline and honesty in order to achieve high quality and quantity work results. As stated by Anwar Prabu Mangkunegara that "improving performance employee or performance (work achievement) is the result of work that is achieved in quality and quantity by someone in carrying out their duties in accordance with the responsibilities given to him.

One of the reasons for optimally improving employee performance and continuing to evaluate the work of its employees is the center for the development and empowerment of natural sciences education and education personnel, where employees must be professional in carrying out their work as well as trustworthy and responsible. Based on a preliminary study conducted by the author that there are still several employees whose work is still not optimal, such as initiative and creativity, employee performance is still not optimal, the preparation of files is still pending and the loss of a number of reports is caused by less optimal processing management and a sense of responsibility that is still suboptimal.

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In fact, demanding that employee performance improve is not easy, this is because an employee's performance is greatly influenced by several factors such as educational background, potential and abilities, and involvement in participating in various educational, training and motivational programs that become strengths in a person. that will direct one's behavior and performance. In addition to these factors there are other factors that also affect employee performance that cannot be ignored, namely job satisfaction factors, job satisfaction problems, requiring special attention because in general if employees are not satisfied there will be complaints at work, strikes and slowdowns when work, if allowed to continue to drag on it will result in inhibition of a company to achieve its goals.

2. RESEARCH METHOD

This research was conducted to obtain information or theoretical basis and various literature and other media which are used as reference material for theoretical basis and discussion. Field Research, the process of employees working indoors and outdoors to provide a foundation for being given certain mandates and tasks for loyal PT employees. Telekomunikasi Indonesia Tbk Makassar City.

In this study, the sample was human resources which was carried out and determined by the office of PT. Telecommunications (Tbk) Makassar City. Population is an area consisting of objects or subjects that have certain qualities and characteristics that are applied by researchers to be studied and then conclusions drawn. The population of this research is the office employees of PT. Telecommunications Indonesia (Tbk) Makassar City. While the sample is part of the number and characteristics possessed by the population. Then the Sampling technique is a sampling technique to

determine the sample used in this study is through Convenience Sampling, where we will take samples of employees who are easy to find/contact. The samples taken were determined by researchers as many as 40 respondents who were employees of PT. Telecommunications and is considered sufficiently representative of the existing population.

Sources of data used in writing thesis come from: Primary Data: namely data used in each observer base or based on sources using analysis of determining management functions. Secondary Data: using each object or management role strength in each problem or movement, on the problems faced by each foundational source. Data analysis used by the author is a quantitative data analysis technique which is guided by Sahlam Hadi (2005), that in order to test hypotheses and analyze research data that is relationship/influence in nature, it can be analyzed using the following methods: Descriptive method, Analytical method and with how to organize data, classify, then interpret it, so that you get a picture of the condition of the company. Regression Test, Based on the hypothesis that has been stated above, one of the analysis and research techniques is using the regression equation analysis technique. The use of the regression equation technique aims to explain the pattern of influence of the independent variable with the dependent variable.

3. RESULTS AND DISCUSSIONS

Description of Research Respondents

a. Gender

Gender is an employee identity that is used to identify and predict employee attitudes and behavior in responding to and carrying out the main tasks and functions assigned to them. The number of employees used in the study were 24 male employees and 26 female employees spread across PT.

Table .1
Distribution of Employees Based on Gender at PT. Telecommunications Indonesia (Tbk) Makassar City

No	Gender	Frequency (Person)	Percentage (%)
1.	Man	17	42.5 %
2.	Woman	23	57.5 %
	Amount	40	100 %

Source: Primary processed data, 2015

b. Age

Employee identity can also be shown by grouping their ages which describes the attitudes and behavior of employees, especially in carrying out the main tasks and functions given by the leadership. Based on the grouping of age identities, it can show that there are variations within the age group which can provide clues to more mastery of work behavior. Based on the number of employees used in the study, there were 40 employees and all of them served at PT. Indonesian Telecommunications (Tbk).

Table .2 Distribution of Employees by Age Category at PT. Indonesian Telecommunications (Tbk)

No	Age	Frequency	Percentage (%)
1	20-25	0	0
2	26-30	5	12.5
3	31-35	3	7.5
4	36-40	7	17.5
5	41-45	9	22.5
6	46-50	9	22.5
7	>50	7	17.5
	Total	40	100

c. Level of education

The level of education possessed by employees who work at PT. Telekomunikasi Indonesia (Tbk) totaled 40 people who were also objects of research. The last level of education of employees with educational backgrounds ranging from high school, diploma, bachelor's degree to the highest level of education is postgraduate (master's degree). To find out the frequency of the number and percentage of distribution of types or levels of education owned by all employees who are samples that can be studied, namely 40 people in 2015.

Table 3. Education Level of Employees of PT. Indonesian Telecommunications (Tbk)

No	Last education	Frequency	Percentage (%)
1	high school	9	22.5
2	Diploma	-	-
3	Bachelor degree)	22	55
4	Postgraduate (S2)	9	22.5
	Total	40	100

Source: Primary data has been processed, 2015

d. Years of service

As for the characteristics of respondents based on years of service at PT. Telekomunikasi Indonesia (Tbk) Makassar City can be seen in the table below:

Table .4 Percentage of Respondents Based on Years of Service

No	Years of service	Frequency	Percentage (%)
1	1-5	5	12.5
2	6-10	6	15
3	11-15	10	25
4	16-20	9	22
5	21-25	3	7.5
6	26-30	7	17.5
	Total	40	100

Source: Primary data has been processed, 2015

Table 4 above shows that the working period of employees is classified as 1 to 5 years as many as 5 people or 12.5%, 6 to 10 years as many as 6 people or 15%, 11 to 15 years as many as 10 people or 25%, 16 to 20 years as many as 9 people or 22%, 21 to 25 years as many as 3 people or 7.5% and 26 to 30 years as many as 7 people or 17.5%. This shows that employees have the potential to provide rational or objective responses regarding this research.

e. Types of Respondents

The characteristics of respondents based on the type of group at PT. Telekomunikasi Indonesia (Tbk) can be seen from the table below.

Table .5 Percentage of Respondents by Type of Group

No	Group Type	Frequenc y	Percentage (%) ₁
1	IV	2	5
2	III	30	75
3	II	7	17.5
4	I	1	2.5
	Total	40	100

Source: Primary data has been processed, 2015

Table 5 above shows that the percentage of respondents by type of group is generally group III, as many as 30 people or 75%, group II as many as 7 people or 17.5%, group IV as many as 2 people or 5%, and group I as much as 1 person or 2.5%. This shows that employees have the potential to provide rational and objective responses regarding the objectives of this study.

Analysis of Research Variable Description

Analysis of the description of research variables can be used to answer questions related to each research variable individually. This study uses a total of 40 employees spread across PT. Telekomunikasi Indonesia (Tbk) with its main duties and functions.

This research was conducted in 2015 and obtained data according to the variables to be studied, namely by using the independent variable and the dependent variable. The independent variables in this study are Management Functions which are symbolized as (X) while the dependent variable is performance which is symbolized as (Y). To conduct research in the form of the quality of each variable, a classification is carried out based on weighting with a Likert scale.

Discussion of Research Results

From the various calculations above, it turns out that both the regression calculations and the conclusions are obtained that the independent variables (management functions) have a positive and significant influence or relationship with employee performance. The positive and significant influence indicates that there is a direct influence between the variables of management functions and employee performance variables. Unidirectional influence here means that if the variables of management functions are low then it will be followed by low employee performance, and vice versa, if the application of management functions is high then it will be followed by high employee performance as well.

Thus, it has implications, if the company intends to improve employee performance, then it constitutes or applies management functions related to the factors listed in the indicators, namely planning, organizing, actuating and controlling. Where all management functions here are dominant which can improve employee performance.

This research is in a position to support existing theories, namely that as discussed in the previous chapter, that management functions have a positive influence (because they have results with a positive sign) on performance. Improving the performance of human resources in government organizations is inseparable from management functions. According to George R. Terry, the management functions used consist of: planning, organizing, implementing, and supervising. Alignment between management functions, especially regarding planning, supervision, good organization will encourage effectiveness in the work of every civil servant.

Without the implementation of management functions in an organization, it can have a negative impact on organizational productivity and also share other negative impacts. Planning for improving the performance of human resources involves elements of leadership and the relationship between employees and their superiors who plan an employee's career. The supervisory function indicates that if the leadership is not strict in imposing sanctions on employees who violate the rules, it can lead to increased employee indiscipline. Likewise in the implementation of each work program from the agency if it is still not socialized to every employee, so that in forming work directions and policies it is difficult to achieve. The problems that arise from the organizing function are related to organizational governance and the implementation of adequate personnel management. In the end, the problems that arise in the implementation of this management function will have an impact on organizational performance which will decrease.

4. CONCLUSION

Based on the results of research conducted regarding the implementation of management functions affecting the performance improvement of employees of PT. Telekomunikasi Indonesia (TBK) Makassar City, the authors draw conclusions, the application of management functions at PT. Indonesian Telecommunications (TBK) Makassar City is already good. From the results of research on the influence between management functions and employee performance that management functions

have a positive influence. The positive and significant influence indicates that there is a direct influence between the variables of management functions and employee performance variables. Unidirectional influence here means that if the variable management functions is low it will be followed by low employee performance, and vice versa. if the application of high management functions will be followed by high employee performance as well. There is a significant relationship between management functions and employee performance variables at PT. Indonesian Telecommunications (TBK). With the effect equation $Y = 19.582 + 0.354 X$. From the linear equation above, it can be said that management functions have a positive influence (because they have results with a positive sign) on performance.

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