ANALYSIS OF PERFORMANCE IMPROVEMENT OF OUTSOURCE EMPLOYEES IN THE DEPARTMENT OF PUBLIC WORKS & DRAINAGE SURABAYA CITY GOVERNMENT

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ABSTRACT

Outsource employees who work at the Department of Public Works & Drainage Surabaya City Government, (DPUBMP Surabaya City Government) play an important role. This is due to the increasing workload from year to year. Outsource employees at DPUBMP do not get the rights of regular employees such as, regular salary increases, career advancement, promotion, benefits, and pension. Although in fact that become the backbone of office. Thus it is necessary to measure their satisfaction level that preceded by the measure of their performance.

The result of performance measurement show that the overall average performance is 3.71 which means that the performance of outsource employees is between the levels of moderate to good. Furthermore, satisfaction is measured by considering the level of their overall average degree of satisfaction, loyalty, commitment, and motivation of outsource employees. The result of satisfaction measurement show that the average of job satisfaction is 3.86, between the level to satisfied. In terms of loyalty measurement, the overall average is 3.62 or between the levels of moderate to good. The measurement of commitment show that the overall average of work commitments is 4.00 (good).

In this research, it is formed that worth the correlation between the performance and satisfaction levels, represented by r is equal to 0.321 so classified in a fairly strong correlation. In addition, this study shows that the factors of age, duration of work, and educational background is not very
significant effecting on the performance, satisfaction, loyalty, and commitment of outsource employees.

This research concluded that although the facilities and compensation given to outsource employee is limited, the outsource employee perform is keep well and are satisfied with the work condition. To improve their good performance, it is necessary to consider implementing rewards program that are providing technical training and outbound to increase teamwork. This is in line with the perception of management who want to reward of employees in the form of technical training, personal development training on work motivation.

Keywords : assessment of performance, satisfaction, loyalty, commitment, motivation, outsource employees, and DPUBMP Surabaya City Government.