ANALYSIS OF THE FACTORS CAUSING THE DECLINE IN THE PERFORMANCE OF OUTSOURCING EMPLOYEES IN THE RECEIVABLE MANAGEMENT SUB-SECTION OF PT. PLN UP3 TELUK NAGA

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Abstract

This study aims to determine and analyze the cause of the decline in the performance of outsourcing employees in the recieveable management sub-section of PT. PLN (Persero) UP3 Teluk Naga. This research uses a qualitative method with a case study approach, data collection techniques in this study were conducted by interview, observation, and documentation methods. Interviews were conducted in a semi-structured manner with five participants, including one supervisor of the accounts receivable management sub-section, two coordinators of the accounts receivable management sub-section, and two representatives of outsourced employees of the accounts receivable management sub-section. To prove the validity of the data in the study, the researcher used the data triangulation method, and then the data was analyzed by performing data reduction, data presentation, and conclusions. The results of the study found three factors, namely Skills & Expertise, Leadership, and Workload which have a mutual attachment to other factors, namely Work Attitude, Motivation, Job Statisfaction, Employee Loyalty, with their respective roles as the cause of the decrease in the quantity of the employee performance outsourcing sub-section management of accounts receivable PT.PLN (Persero) UP3 Teluk Naga Tangerang, which was triggered by the Covid-19 pandemic Condition.

Keywords: Employee Performance, Putsorcing Employee, PT. PLN (Persero)

ANALISIS FOKTOR-FAKTOR PENYEBAB PENURUNAN KINERJA KARYAWAN *OUTSOURCING* SUBBAGIAN PENGELOLAAN PIUTANG PT.PLN (PERSERO) UP3 TELUK NAGA TANGERANG

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Abstrak

Penelitian ini bertujuan untuk mengetahui dan menganalisis penyebab penurunan kinerja karyawan *outsourcing* subbagian pengelolaan piutang PT. PLN (Persero) UP3 Teluk Naga Tangerang. Penelitian ini menggunakan metode kualitatif dengan pendekatan studi kasus, teknik pengumpulan data dalam penelitian ini dilakukan dengan metode wawancara, observasi, dan dokumentasi. Wawancara dilakukan secara semi terstruktur dengan lima orang partisipan yang diantaranya adalah seorang *Supervisor* subbagian pengelolaan piutang, dua orang koordinator subbagian pengelolaan piutang, serta dua orang perwakilan karyawan *outsourcing* subbagian pengelolaan piutang. Untuk membuktikan keabsahan data dalam penelitian, peneliti menggunakan metode triangulasi data, dan selanjutnya data dianalisis dengan melakukan reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian menemukan tiga foktor utama yaitu, keterampilan & Keahlian, Kepemimpinan, serta Beban Kerja yang saling memiliki keterikatan terhadap faktor lainnya Sikap Kerja, Motivasi, Kepuasan Kerja, Loyalitas Kesetian, dengan perannya masing-masing sebagai penyebab dari penurunan kuantitas kinerja karyawan *outsourcing* subbagian pengelolaan piutang PT. PLN (Persero) UP3 Teluk Naga Tangerang yang disebabkan adanya kondisi *pandemic covid-19*

Kata Kunci: Kinerja Karyawan, Karyawan *Outsourcing*, PT. PLN (Persero)