

# Innovations on Monitoring System: Exploring Dept. of Industry and Trade Performance in Riau

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**Abstract:** This study aims to determine and analyze the influence of supervision on employee performance monitoring sub-areas of goods and services Disperindag Riau Province and the factors inhibiting. This type of research is a survey research. The primary data source is the entire staff of sub-areas of surveillance of goods and services amounted Disperindag Riau province 85 people. Probability sampling technique with the technique of the census sample drawn based on population as a whole. The data were analyzed by descriptive quantitative. The results showed that the implementation of monitoring the performance of employees has been running quite well with the average value of 3:16. This is achieved through the measurement of monitoring indicators which include setting standards, measuring performance, comparison of performance standards and results of evaluation materials determine the need for corrective action. For the results of employee performance is also quite good with an average value of 3.14. This is obtained after the measurement of performance indicators which include quality of work, quantity of work, timeliness of work and work effectiveness. Further monitoring positive and significant impact on employee performance with the coefficient of determination ( $r^2$ ) of 0.932, meaning that 93.2% of employee performance is affected by the oversight. The inhibiting factor is the monitoring done yet tersistem and institutionalized leadership, budget constraints, and lack of awareness and responsibilities of employees towards work.

**Keywords:** Monitoring, Performance, Employee

## 1. Introduction

The success of an organization whether big or small is not solely determined by the natural resources available, but is determined more by the quality of human resources that contribute to plan, implement and control the organization concerned. Therefore, the Position and the role of human resources in the organization is a major element in the achievement of organizational goals. In a government organization, people who carry out the duties and called by an employee. Given the importance of the position of employees in an organization, then in carrying out the duties and required employees who have the ability to work, appreciate the time, has a high loyalty to the organization and be able to carry out his duty to the organization.

Implementation of the task and the work is compulsory for employees, and the implementation of each task and the job must have a common purpose which is expecting a yield of work and a good job and qualified in accordance with the required standards. But employees also have limitations that sometimes make mistakes and breaking the rules that have been established, for example, come in late, leave the office without permission, chatting and playing games during working hours, do not complete the task on time, all of which will certainly hamper the achievement of the goals of the organization. In connection with the above, so that organizational goals can be achieved then planned every leader of an organization can be ensured to have a rule and regulation that can be controlled and contained in the form of policy. Supervision in the form of direct implementation of the policy and is made with the intention that each component of the organization carry out duties in accordance with its intended purpose. In the effort to achieve that goal required the support of employees who have job performance or a good performance in the execution of their duties.



The good performance of employees is something to be expected in any organization. For the performance generated by each individual employee will be able to realize the organization's performance is also good. Then it can be understood that the performance of employees themselves besides arise and grow in self-employees, can also be influenced by other factors outside himself as the leader of factors that can give guidance and oversight and guidance to employees who do the work. In practice, this is in every field of work or activity required a procedure, methods and techniques are effective and efficient supervision. Efforts to realize it, it can create the conditions and working environment that supports and creates supervision as a natural process in a government organization. This implies that the performance of employees is a decisive tool in achieving organizational goals rule. With the growing public demand for governance management with the principles of *good* governance, hence the need for a supervisory role increased.

Department of Trade and Industry (Industry and Trade) of Riau Province through the sub-field of supervision of goods and services have a role to create a conducive business climate, cultivate the small and medium industry and household industry and the development of the competitiveness of industry and trade, so expect products sector industry able to compete in the global market and independently so as to increase the volume of exports. Besides the task Disperindag Riau Province through a sub-field of supervision of goods and services is to conduct oversight in terms of providing protection to consumers from negative access goods usage and implementation of Government Regulation No. 102 of 2000 regarding National Standardization to increase competitiveness, business competition is a healthy industry without discrimination, protection of consumers in terms of security, safety, health and environment, as well as in efforts to achieve mutual recognition of standardization activities with other countries. Furthermore, the rules and procedures for the supervision of goods chapter 1 verse 21 Regulation of the Minister of Trade Number 20/M-DAG/ PER/5/2009 states that supervision is a series of activities carried out by the inspectors to ensure conformity of goods to meet the quality standards of production of goods, labeling, standard clauses, selling and advertising, service after sale and distribution of designated truth.

But seen from the performance of sub-field condition surveillance of goods and services of the Department of Industry and Trade of Riau province still have not been implemented as expected. Where they often found the goods on the market do not yet have eligibility standards of goods in circulation (SNI), does not have a label, standard clauses, service after sale, selling and advertising, goods prohibited market, goods subject to the procedures commerce and distribution goods. The businesses simply ignore the rights of consumers as well as violation of the rules and regulations. As happened recently discovered items that are not suitable for consumption is sold disebuah famous supermarket that goods that have expired and imported goods are not labeled in Indonesian language, all of this of course would be detrimental to the community. People feel insecure and uncomfortable in use and consumption of goods in circulation.

To see the success of the programs and activities carried out sub-sector employee supervision of goods and services Disperindag Riau Province measurement of success of each indicator. Calculations done by comparing the level of achievement between the target and realization. The successful achievement of the program is compliant employee performance evaluation is generally made Disperindag Riau province is as follows:

- a) Value 4, to work beyond 90% (Very Good).
- b) Grades 3, for the work of the above 80-90% (Good).
- c) A value of 2, for the work of the 70% s/d 80% (Enough).
- d) A value of 1, for the work of less than 60% (No Good).

Based on this standard employee performance monitoring sub-areas of goods and services Disperindag Riau Province measurable performance, because it can facilitate the assessment. Therefore, for the purpose that had been planned to be achieved then the employee should be directed to work in order not to deviate from the rule or regulation that has been made by way of supervision. This study aims to determine and analyze the effect of monitoring the performance of employees at the Department of Trade and Industry sub-field of supervision of goods and services Riau Province and the factors inhibiting.

## 2. Method

This study used survey method with quantitative approach associative. The survey method used is to collect data from a sample of research is officer sub-field of supervision of goods and services Disperindag Riau Province. This study tested the hypothesis influence on employee performance monitoring and inhibiting factors. Because the population is relatively affordable, the entire population sampled. Data processing is done to meet the assumptions required in parametric statistical calculations and data analysis is done by simple linear regression.

## 3. Results and discussion

### 3.1. Quality Test Data

Before a list of questions given to respondents, it must be subjected to a test question. Testing the validity and reliability of data is done to 85 respondents. After testing the validity of the next step is to test the reliability of the data by looking at the value of Cronbach Alpha coefficient ( $\alpha$ ) in each variable > 0.60. Thus, all the questions in the variable is reliable.

### 3.2. Partial Hypothesis Test

Based on the results of a simple linear regression analysis using SPSS, the results of the analysis are as follows:

**Table 1.**  
Results of Testing Hypotheses

Variable	Regression Analysis				Results
	Coefficient	t <sub>count</sub>	t <sub>table</sub>	Sig	
Constant	1,571				
Supervision	616	11 508	1,662	.000	Significant
R square = 0932					

*Source: Data processed, 2016*

More of these results can be prepared a simple linear regression equation as follows:

$$Y = a + bX + e$$

$$y = 1,571 + 0,616X$$

Constants of 1571 states that if the independent variables are considered constant, then the average performance of Employees Disperindag Riau Province by 1,571. Supervision variable regression coefficient 0.616 states that each additional 1 businesses improve employee performance by 61.6%. Furthermore, examined the association of independent variables on the dependent variable by using test  $R^2$  (partial determination). The coefficient of determination ( $R^2$ ) of 0.932, meaning that 93.2% of employee performance dependent variable is explained by the independent variable capable of variable control, while the rest is explained by other variable outside this research.

To prove the truth of the hypothesis is partially used t test, which is to test the truth of partial regression coefficient by comparing  $t_{\text{arithmetic}}$  with  $t_{\text{table}}$  at  $\alpha = 0.05$ , if:

1.  $t_{\text{count}} \geq t_{\text{table}}$  then  $H_0$  rejected and  $H_a$  received

That the independent variable (X) can explain the dependent variable (Y) and the independent variables on the dependent variable being tested

2.  $t_{\text{count}} \leq t_{\text{table}}$  then  $H_0$  accepted and  $H_a$  rejected

Means that the independent variable (X) can not explain the dependent variable (Y) and the absence of independent variables on the dependent variable being tested.

The test results of the hypothesis shows that  $t_{\text{count}} \geq t_{\text{table}}$  then  $H_0$  rejected and  $H_a$  accepted, and thus no influence between monitoring the performance of employees.

Supervision in question is one of the managerial activities to guarantee the realization of all the predetermined plan that includes setting standards, measuring performance, comparing performance to standards and perform corrective action or repair if necessary. Categories are achieved by a variable control of 3:16 could be classed work quite well. It is seen from the indicators every implementation of the work has always set the standard has not done well. In terms of labor standards has been created as a target completion of work, budget, and safety, but employees often procrastinate work so that the work should be completed within a day then settled take a long time so that the working standard is not reached. This is due to the supervision of the leadership is lacking. Leaders do not have much time to monitor the performance of an employee because of busy with other jobs. In terms of the measurement of employee performance is also not done well. Where the measurement of employee performance has not been done periodically and continuously. Leaders simply accept the reports are submitted by the employee and the employee usually only report that was fine. As for comparing the work with the standard is good enough but in terms of the employees performing tasks just give both oral and written reports to the leadership and the leadership rarely go straight to see the performance of employees so that the leadership did not know whether the employee's job is in conformity with the standards established. As for the category of the corrective actions will work is quite lower than other indicators. This is because there are mistakes made every employee, leadership less rapidly notify the employee concerned. Moreover, any correction from the leadership not given a time limit to fix it, it is much overlooked by an employee and as a result these employees often delay the process.

While the definition of performance is a comparison between the results achieved with the overall resource use. In this case the sub-areas of employee performance monitoring of goods and services measured Disperindag Riau Province through the work both in quality, quantity, effectiveness, and timeliness. Category achieved by the performance variables including good enough category that is 3.14. It is measured by indicators covering the level of achievement of results have been very good employee, the employee can work in accordance with the standards that have been defined, employees are able to meet the expected goal, which needs to be addressed is the work activities completed at the desired starting time. In this case the employee often delay the work that has become a responsibility, so that work can be completed on time should then be delayed and delayed so the purpose of the activity is not achieved.

The factors that become obstacles in monitoring the performance of employees sub-field of supervision of goods and services of the Department of Industry and Trade of Riau province is monitoring done yet system leadership and institutionalized. Leaders simply accept the reports submitted by employees. This is due to the limited time available for the leadership to directly view the performance of employees in the location. Besides, due to a limited budget, the leadership has not been able to reward employees who have a good performance and provide penalties for poorly performing employees. Furthermore, awareness and responsibilities of employees towards work is still low. It can be seen from its effectiveness more relaxed and waiting for orders from superiors rather than doing the work themselves.

#### 4. Conclusion

Variable control covering every activity has set the standard, capable of measuring the performance of self or subordinates, comparing performance with the standards in accordance with the existing provisions, the results of the activities as an evaluation determine the need for corrective action to the activities in the future are very positive and significant to employee performance monitoring sub-areas of goods and services of the Department of Industry and Trade of Riau Province. The limiting factor in the supervision is conducted surveillance system leadership and institutionalized yet. Leaders simply accept the reports submitted by employees. This is due to the limited time available for the leadership to directly view the performance of employees in the location. Also because of a limited budget, the leadership has not been able to reward employees who have a good performance and provide penalties for poorly performing employees. Furthermore, awareness and responsibilities of employees towards work is still low. It can be seen from its effectiveness more relaxed and waiting for orders from superiors rather than doing the work themselves.

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