

## Rancangan Job Enrichment Biller untuk Meningkatkan Motivasi dan Kinerja Billing Department XYZ = Job Enrichment Program to Improve Motivation and Performance in Billing Department XYZ

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### Abstrak

Tujuan dari penelitian ini adalah menentukan penyebab utama masalah kinerja di Billing Department XYZ dan menyusun sebuah rancangan intervensi untuk mengatasinya. Penelitian ini menggunakan pendekatan kuantitatif. Wawancara dan diskusi dilakukan untuk melengkapi data yang diperoleh dari kuesioner Job Diagnostic Survey (JDS). Hasil penelitian menunjukkan motivasi sebagai aspek yang paling dominan mempengaruhi kinerja di Billing Department XYZ. Nilai motivating potensial score (MPS), skill variety, task identity, task significance, autonomy dan feedback dari pekerjaan Biller (Billing Staff) sangat rendah. Autonomy yang nilainya paling rendah diprioritaskan untuk diintervensi. Prinsip implementasi yang digunakan adalah establishing client relationship dan vertically loading.

.....The purpose of this study is to determine the main cause of job performance problem in Billing Department XYZ and to develop an intervention program. This study used a quantitative method by using Job Diagnostic Survey (JDS) in data collection. Results show that the main cause of job performance problem is Biller's work motivation. All scores for Motivating potential score (MPS), skill variety, task identity, task significance, autonomy and feedback from Biller's work are very low. Since autonomy's score is the lowest, job enrichment intervention program is designed based on this characteristic. Establishing client relationship and vertically loading the job is used as the main principles in implementing the intervention.