

# GAMBARAN KINERJA KARYAWAN DITINJAU DARI DEMOGRAFI PADA PT.TELKOM AKSES WITEL JEMBER

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## INTISARI

PT Telkom Akses merupakan perusahaan yang bergerak dalam bidang bisnis penyedia layanan konstruksi dan pengelolaan infrastruktur jaringan. Karakteristik pekerjaan yang menjadi penyedia utama layanan *broadband* di Indonesia seperti menciptakan dan menjaga akses informasi serta komunikasi tanpa batas sehingga citra perusahaan dan kepuasan pelanggan akan ditentukan oleh kinerja karyawannya. Adanya keberagaman karakteristik atau demografi yang dimiliki karyawan akan membuat lingkungan kerja semakin kompleks karena timbul berbagai persepsi, ide, pemikiran, perilaku yang berbeda yang akan mempengaruhi kinerjanya. Penelitian ini bertujuan untuk melihat gambaran kinerja karyawan ditinjau dari demografi (jenis kelamin, umur, tingkat pendidikan, posisi jabatan, masa kerja dan status pernikahan) pada PT. Telkom Akses Witel Jember.

Penelitian ini menggunakan pendekatan kuantitatif deskriptif. Subjek dalam penelitian ini sebanyak 131 karyawan pada PT Telkom Akses Witel Jember dengan teknik pengambilan sampel *cluster sampling*. Pengukuran kinerja menggunakan skala *semantic differential*. Hasil uji validitas dan reabilitas menunjukkan bahwa telah memenuhi syarat sehingga dapat dikatakan kedua alat ukur tersebut valid dan reliabel.

Hasil penelitian secara umum diperoleh karyawan yang memiliki kinerja tinggi sebanyak 59.54% dan kinerja karyawan yang rendah sebanyak 40.46%. Karyawan memiliki kinerja pada aspek *task performance* tinggi sebanyak 63.36% dan yang rendah sebanyak 36.64%. Aspek *contextual performance* tinggi sebanyak 55.73% dan yang rendah 44.27%. Aspek *counterproductive work behavior* tinggi sebanyak 33.59% dan yang rendah 66.41%. Saran penelitian selanjutnya perlu mempertimbangkan metode yang akan digunakan misalnya menggunakan *proportionate stratified random sampling* dan dapat mengeksplorasi demografi lain sebagai prediktor dari kinerja.

### **Kata Kunci: Faktor Demografi, Kinerja, Karyawan**

1. Peneliti
2. Dosen Pembimbing I
3. Dosen Pembimbing II

**EMPLOYEE PERFORMANCE OVERVIEW REVIEWED FROM  
DEMOGRAPHICS AT PT. TELKOM WITEL JEMBER ACCESS**

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**ABSTRACT**

*PT Telkom Akses is a company engaged in the business of construction service providers and network infrastructure management. The characteristics of the work that is the main provider of broadband services in Indonesia such as creating and maintaining unlimited access to information and communication so that the company's image and customer satisfaction will be determined by the performance of its employees. The diversity of characteristics or demographics that employees have will make the work environment more complex because there are various perceptions, ideas, thoughts, different behaviors that will affect their performance. This study aims to look at the picture of employee performance reviewed from demographics (gender, age, level of education, position, tenure and marital status) at PT. Telkom Witel Jember Access.*

*This research uses a descriptive quantitative approach. The subjects in this study were 131 employees at PT Telkom Akses Witel Jember with cluster sampling techniques. Performance measurement using semantic differential scale. Validity and reliability test results show that it is qualified so that it can be said that both measuring instruments are valid and reliabel.*

*The results of the study were generally obtained by employees who have high performance as much as 59.54% and low employee performance as much as 40.46%. Employees have a high task performance aspect of 63.36% and a low of 36.64%. Contextual performance aspects are high at 55.73% and low at 44.27%. The counterproductive work behavior aspect is high at 33.59% and the low 66.41%. Further research advice needs to consider the methods to be used for example using stratified random sampling and may explore other demographics as predictors of performance.*

**Keywords: Demographic Factors, Performance, Employees**

- 1. Researcher**
- 2. Supervisor I**
- 3. Supervisor II**