



EFFECT OF WORKLOAD AND COMPETENCE ON REPORT QUALITY WITH PERFORMANCE MEDIATOR (CASE STUDY ON PT MAKARA JAYA MARINE): A CONCEPTUAL MODEL

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ABSTRACT

Transportation, particularly marine roadways, is critical to a country's development. On the other hand, ship accidents remain a worry, needing adherence to safety regulations and routine inspections. The quality of survey reports is critical for ensuring marine safety and security. The influence of workload and competency on report quality is investigated in this conceptual research, with performance functioning as a mediator between the three factors. The research focuses on marine consulting organizations, namely PT. Makara Jaya Marine, where high-quality reports are essential. Workload and competency are key determinants influencing report quality, with performance demonstrating a mediating role in these interactions. The study employs a quantitative method, with data collected using a Likert scale questionnaire and analyzed using SPSS software. The conceptual model sheds light on improving report quality and staff performance in the marine sector.

KeyWords

Conceptual Model, Report Quality, Workload, Competence, Performance, Marine Consulting Organization.

INTRODUCTION

According to the United Nations Conference on Trade and Development (UNCTAD), the transportation sector and maritime highways are critical to a country's economic development. In 2019, there were 1,072 incidents of ship accidents, with 100 people killed and 38 people missing (Ministry of Transportation, 2019). To address the issue of ship accidents, the government establishes ship safety and security standards that must be met by all ships before they can be declared seaworthy. The government also suggests conducting periodic inspections, surveys, or reports to ensure that ships meet the established security and safety standards.

The International Association of Classification Societies (IACS, 2022) defines survey report quality as the accuracy and reliability of the information received from a ship or marine structure's inspection and evaluation results. Survey reports are created based on the findings of independent, trained, and highly qualified inspectors. Workload, according to Munandar (2008), is a state of work with several details of tasks that employees must complete within a certain time frame. A heavy workload can have a negative impact on the quality of the reports produced. According to research, the greater the workload carried by employees, the lower the quality of the reports produced (Hasina et al., 2019).

According to the American Bureau of Shipping (ABS, 2022), the inspector's competence significantly impacts the quality of survey reports. A strong understanding of client information systems and the application of auditing principles in fieldwork can aid in the detection of errors or discrepancies in reports (Nurillah, A. S., & Muid, D., 2014). Furthermore, according to IACS (IACS, 2022), surveyor performance significantly impacts survey report quality. Factors such as workload and competence can have an impact on surveyor performance.

The high quality of reports produced by marine consulting firms such as PT. Makara Jaya Marine is critical. Marine consulting firms must ensure that their reports are always of high quality and meet the standards set by the relevant regulatory agencies (Syaifuddin, 2012). However, the surveyor's performance at PT. Makara Jaya Marine fell in line with the evolution of industrial dynamics. The decrease in the average value of report quality produced by PT. Makara Jaya Marine corresponds to increased workload values, stagnant competence values, and stagnant performance values. This phenomenon suggests a link between increased workload and a drop in the quality of surveyor reports.

This study will discuss the effect of workload and competency on report quality through performance mediation based on observations and empirical studies.

LITERATURE REVIEW

A. Workload

Tarwaka (2011) defines workload as "the condition of work that must be completed within a certain time limit." The operational definition of workload, which includes task demands or efforts made to do the job (Hart and Staveland in Tarwaka, 2015), supports this viewpoint.

Workload, according to Sunyoto (2015), can cause stress because the level of expertise required is too high, the work speed needs to be faster, and the work volume needs to be bigger. Workload is a condition that must be completed within a specific time limit and is influenced by task demands, work speed, and work volume. According to Tarwaka (2011), there are two types of factors that influence workload: external factors and internal factors.

The workload is classified by Munandar (2001) into two intrinsic work factors: physical and task demands. Physical demands can improve work performance but also impact workers' mental health. Employees frequently become fatigued due to work demands, shifts, or night work.

Workload indicators used in this study were based on those presented by earlier studies:

- 1) Objectives that must be met
Individual perspective on the number of work targets assigned to complete tasks such as data entry, design, and printing. A view of the outcomes of work that must be completed within a specific time frame.
- 2) Working Environment
Individual perspectives on working conditions include making quick decisions while working and dealing with unforeseen events, such as doing extra work outside of the allotted time.
- 3) Workplace Expectations
Individual perspective on work, such as feelings arising from a workload that must be completed within a specific time frame.

B. Competency

Pramudyo (2010) defines competence as a collection of knowledge, abilities, and conduct necessary for someone to perform their job-related responsibilities. Meanwhile, Rivai and Sagala (2009) define competence as the ability to persuade and influence others through persuasion and influence strategies.

According to Grote (in Pramudyo, 2010), competency can be used to predict performance, that is, who performs well or poorly based on their competence, measured using the criteria or standards used. As a result, competence is a set of knowledge, skills, and behaviors that someone must possess to carry out their professional duties.

Factors influencing competency can aid in developing and improving individual competencies in the workplace. Each individual must own the following five aspects of competency (Moeheriono, 2009):

- 1) Task-skills
- 2) Task management skills
- 3) Contingency management skills
- 4) Job role environment skills
- 5) transfer skills

According to research, the factors that influence competency can be described:

- 1) Individual beliefs and values
- 2) Skills development
- 3) Experience
- 4) Individual personality characteristics
- 5) Motivation also has a significant role in competence.
- 6) Emotional issues
- 7) Intellectual ability
- 8) Corporate culture

Spencer (as cited in Tjakraatmadja, 2002) defines indicators of worker competence as having three components: intellectual competence, emotional competence, and social competence.

C. Performance

As defined by Schermerhorn (2010), job performance is the quantitative and qualitative assessment of tasks completed by individuals or groups. According to Gibson (2012), tasks aligned with the organization's goals, such as quality, efficiency, and other indicators of effectiveness, influence worker performance. Employee performance is critical in achieving organizational objectives with maximum effectiveness and efficiency.

The outcomes individuals or groups attain through their efforts over a specific period, typically one year, are called performance. These outcomes include both the quantity and the quality of work completed. Wibowo (2012) defines performance as the execution of pre-established plans, with human resources playing a critical role in the execution process due to their possession of necessary abilities, competencies, motivations, and interests. Noor (2013), on the other hand, believes that performance should be recognized as a prerequisite, necessitating the dissemination of relevant information to stakeholders. This allows for an evaluation of individual accomplishments concerning the organization's vision and an understanding of the operational policies' positive and negative implications.

Prior research by Wibowo (2010), Rukajat (2018), and Simanjuntak (2015) has established that there are a variety of factors that influence performance.

- 1) Variables that affect individuals, including abilities and skills, background and demographics
- 2) Organizational variables, including leadership, power, organizational structure, compensation, conflict, power, organizational structure, job design, organizational design and career
- 3) Psychological variables, including motivation, job satisfaction, perceptions, attitudes, personality and job stress.

D. Performance Assessments

Prasadja (2018) defines performance appraisal as an ongoing process for assessing the success of a company, department, or employee against established benchmarks. According to Suparyadi (2015), performance appraisal must be able to record all employee work behavior, both physical and non-physical activities while performing work.

Several factors, including quality, quantity, timeliness, cost-effectiveness, supervision requirements, and interpersonal connections, are used as performance indicators (Kasmir, 2016). These indicators can be used as a guideline when evaluating performance. Performance appraisal aims to assess an employee's current or previous performance in relation to his or her performance standards. The performance appraisal results must present an objective portrait of the employee's performance, explaining its positive and negative aspects and the factors that influence it. Meanwhile, Mangkunegara (2013) lists the following performance indicators:

- 1) Quality of work, such as accuracy, thoroughness, skill, and cleanliness;
- 2) Quantity of work, such as output and speed of completing extra work;
- 3) Attitudes, such as attitudes towards the company, attitudes towards other employees and work, and cooperation;
- 4) Ability to rely on, such as following instructions, initiative, caution, and diligence.

E. Report Quality

A supervision results report is a document submitted to interested parties in the supervision organization, which contains the results of supervision carried out and the examiner's recommendations. In the supervisory process, the supervision must be carried out by institutions or individuals with adequate competence and independence. Maintaining the quality of ship supervision is very important for inspectors in carrying out the monitoring process properly and effectively (Okky, 2013).

An inspector must provide high-quality services to stakeholders by submitting independent, reliable, and supported adequate monitoring evidence (FRC, 2006). Every examiner must maintain integrity and objectivity in carrying out his duties by acting honestly, decisively, and without prejudice to act fairly without being influenced by personal interests or certain parties (Khomsiyah and Indriantoro, 1998). According to Christiawan (2002), the quality of supervision is determined by two main factors: competence and independence.

Several factors can affect the quality of ship supervision, as revealed by Harhinto (2004), including:

- 1) Report all client errors
- 2) Understanding of client information systems
- 3) Strong commitment to completing the audit.
- 4) Follow auditing principles and accounting principles in conducting fieldwork
- 5) Do not necessarily believe the client's statements
- 6) Careful attitude in decision making

According to PT. Makara Jaya Marine, here are indicators to assess the quality of survey reports:

- 1) Report Standards refer to the extent to which the reports produced by the company meet the standards that have been set.
- 2) Quality Control refers to the process of supervision and quality control in preparing reports.
- 3) Client Acceptance reflects the extent to which reports produced by the company are received and appreciated by the

client or party who receives them.

- 4) Timeliness, measuring the extent to which the company can produce reports on time in accordance with predetermined deadlines.

CONCEPTUAL MODEL

According to the findings of the literature and data review, there is an effect of workload and competence on report quality, with performance and other variables serving as mediating factors. As a result, using the information presented in this paper, the conceptual model depicted in Figure 1 below can be formulated.

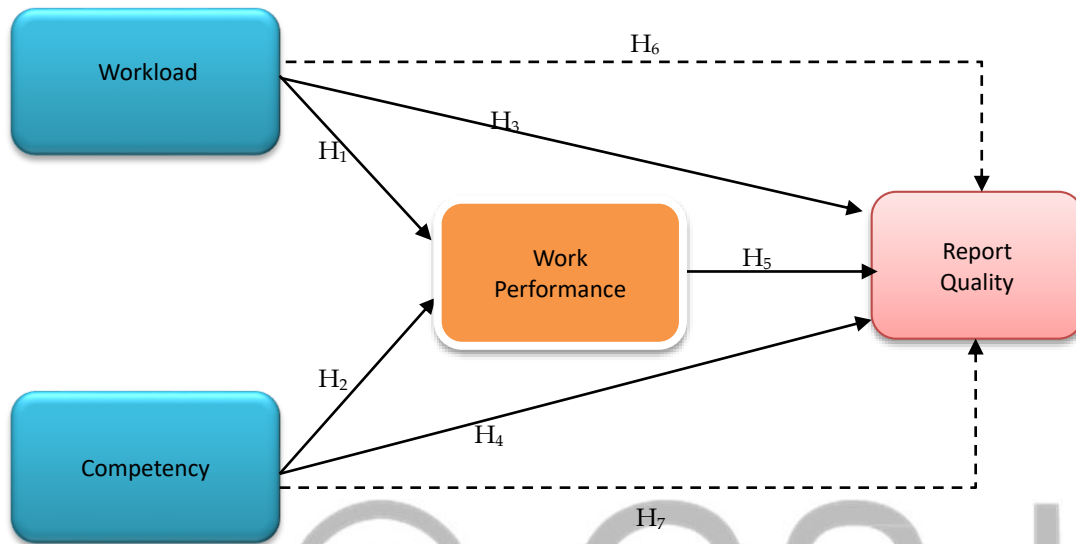


Figure 1. The Conceptual Model

Description:

- : Direct Effect
- - - - -> : Indirect Effect (Mediated)

HYPOTHESES

The researchers formulated the hypotheses by examining the relationships between the analyzed variables. This study's frame of mind briefly describes the researcher's flow of thought regarding the variables of Competency, Workload, Performance, and Report Quality. The hypothesis can be formulated as follows based on the conceptual model (Figure 1) research, theory, and research studies mentioned previously:

- H1: Workload has a direct and significant positive effect on performance.
- H2: Competence has a direct positive and significant effect on performance.
- H3: Workload has a direct positive and significant effect on Report Quality.
- H4: Competence has a direct positive and significant effect on Report Quality.
- H5: Performance directly has a positive and significant effect on Report Quality.
- H6: Performance acts as a mediating variable that mediates the relationship between workload and report quality.
- H7: Performance acts as a mediating variable that mediates the relationship between Competence and Report Quality.

METHODOLOGY

This study aims to use an explanatory research methodology and a quantitative approach to test hypotheses about the possible causal relationship between two different variables. The term "study's population" refers to the entire group of people, events, or objects studied by the researcher. The study's population is made up of employees from PT. Makara Jaya Marine and the researcher chose 59 people from that group to sample. Beginning on July 8, 2023, samples were collected daily for the next week.

The method for this study's questionnaire was a direct questionnaire. Respondents are directly asked to rate their level of agreement with each statement on a Likert scale in this questionnaire. The collected data will be checked for accuracy and reliability using SPSS software, and the results will be subjected to path analysis.

CONCLUSION

This paper aimed to create a conceptual model of the impact of workload and competence on report quality, with performance acting as a mediator between the three variables. This conceptual paper investigates the impact of workload and competence on the quality of employee reports at PT. Makara Jaya Marine includes research background, literature studies, conceptual models, hypotheses, and research methods. This study aims to better understand the relationships between factors such as workload, competency, and report quality by using performance as a moderating variable.

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