

EVALUASI KARYAWAN *OUTSOURCING* DIVISI *BILLING* MANAGEMENT PT PLN PACITAN

Sawung Sembada

Abstrak

Penelitian ini bertujuan untuk mengevaluasi program *outsourcing* pada PT. PLN Pacitan. Penelitian ini menggunakan metode deskriptif kuantitatif. Data primer bersumber dari hasil kuesioner persepsi karyawan PT.PLN. Teknik pengambilan sampel yang digunakan dalam penelitian ini menggunakan teknik sensus (*sampling total*) sejumlah 20 responden. Berdasarkan hasil penelitian secara keseluruhan, variabel *outsourcing* memiliki rata-rata hitung sebesar 2,88 yang termasuk kategori setuju. Berdasarkan indikator peningkatan operasional memiliki rata-rata hitung sebesar 2,76 yang termasuk kategori setuju. Berdasarkan indikator penyampaian layanan memiliki rata-rata hitung 2,96 yang termasuk kategori setuju. Berdasarkan indikator loyalitas memiliki rata-rata hitung sebesar 2,91 yang termasuk kategori setuju.

Kata Kunci: *Outsourcing*

5/4 '23


**EVALUATION OF OUTSOURCING EMPLOYEES IN THE BILLING
MANAGEMENT DIVISION OF PT PLN PACITAN**

Sawung Sembada

Abstract

This study aims to evaluate the outsourcing program at PT. PLN Pacitan. This study uses a quantitative descriptive method. Primary data comes from the results of the employee perception questionnaire PT PLN. The sampling technique used in this study was a census technique (total sampling) of 20 respondents. Based on the results of the research as a whole, the outsourcing variable has an average count of 2.88 which is included in the agree category. Based on the operational improvement indicator, it has an average count of 2.76 which is in the agree category. Based on service delivery indicators, it has an average count of 2.96 which is included in the agree category. Based on the loyalty indicator, it has an average count of 2.91 which is included in the agree category.

Keywords : Outsourcing