

# ANALISIS AMBIGUITAS PERAN PADA PERUSAHAAN UMUM DAERAH AIR MINUM TIRTA ANOM KOTA BANJAR

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## **Abstrak**

Penelitian ini bertujuan untuk menganalisis ambiguitas peran di Perusahaan Umum Daerah Air Minum Tirta Anom Kota Banjar. Penelitian ini menggunakan metode deskriptif kuantitatif. Sampel yang digunakan pada penelitian ini sebanyak 80 responden. Metode perolehan data menggunakan kuesioner yang diukur dengan skala likert. Metode analisis menggunakan analisis deskriptif, uji validitas, uji reliabilitas dan rata-rata hitung. Berdasarkan hasil penelitian secara keseluruhan, variabel ambiguitas peran memiliki rata-rata hitung sebesar 2,92 termasuk dalam kategori setuju. Berdasarkan indikator kewenangan memiliki rata-rata hitung sebesar 3,31 yang termasuk kategori setuju. Berdasarkan indikator tujuan yang jelas memiliki rata-rata hitung sebesar 3,26 yang termasuk kategori setuju. Berdasarkan indikator tanggung jawab memiliki rata-rata hitung sebesar 1,85 yang termasuk kategori tidak setuju. Berdasarkan indikator cakupan pekerjaan memiliki rata-rata hitung sebesar 3,27 yang termasuk kategori setuju.

**Kata Kunci:** *Ambiguitas Peran*

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**PERUSAHAAN UMUM DAERAH AIR MINUM TIRTA ANOM BANJAR  
ROLE AMBIGUITY ANALYSIS**

***Ganjar Miftah Firdaus***

***Abstract***

*This study aims to analyze the ambiguity of roles in the Tirta Anom Regional Water Supply Company, Banjar City. This study uses a quantitative descriptive method. The sample used in this study was 80 respondents. The data acquisition method was carried out using a questionnaire measured by a Likert scale. The analytical method used is descriptive analysis, validity test, reliability test and arithmetic mean. Based on the results of the study as a whole, the role ambiguity variable has an average count of 2.92 which is included in the agree category. Based on the authority indicator, it has an average count of 3.31 which is included in the agree category. Based on clear objective indicators, it has an average count of 3.26 which is in the agree category. Based on the responsibility indicator, it has an average count of 1.85 which is included in the disagree category. Based on the job scope indicator, it has an average count of 3.27 which is included in the agree category.*

***Keywords: Role Ambiguity***