

## EMPLOYEE PERFORMANCE OF THE TRANSPORTATION DEPARTMENT OF PALU CITY

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### ABSTRACT

This study aims to analyze the performance of employees at the Department of Transportation in Palu City, focusing on three dimensions, individual ability, effort level, and organizational support. A quantitative research approach was employed, with a population of 67 employees, and data were collected using a census sampling technique. Descriptive statistics were applied to analyze the data. The results indicate that the highest mean score was observed in the Individual Ability dimension, followed by Organizational Support, and the lowest mean score was found in Effort Level. These findings suggest that while employees possess strong competencies and feel adequately supported by the organization, there is a need to improve the level of effort exerted by employees in their work. The study provides valuable insights for enhancing employee performance through targeted interventions in motivation and organizational support.

**Keywords:** Employee Performance, Individual Ability, Effort Level, Organizational Support.

### 1. INTRODUCTION

Employee performance is a critical indicator of organizational success, particularly in public institutions such as the Department of Transportation. It encompasses the effectiveness, efficiency, and capability of employees to meet organizational goals while adhering to established policies and regulations. In the public service domain, optimal performance directly affects the quality of services delivered to the community, especially in transportation, which serves as the backbone of mobility and economic activity. The strategic role of the Department of Transportation lies in establishing a safe, efficient, and sustainable transportation system (Rivai, 2022).

Research on the performance of the Department of Transportation employees in Palu City is crucial because transportation is a pivotal sector supporting daily life and economic resilience. Palu, as the capital of Central Sulawesi Province, encountered immense challenges after the 2018 earthquake and tsunami, which caused significant disruption to its transportation infrastructure. Evaluating employee performance in this department helps assess the effectiveness of transportation management during the post-disaster recovery period (Bappenas, 2019; UNDRR, 2021).

Urbanization and population growth in Palu City have heightened the demand for an improved transportation system. In response, the performance of the Department of Transportation employees becomes essential for addressing community needs and implementing effective transportation policies. By analyzing employee performance, this study contributes to understanding how government agencies can enhance service delivery and infrastructure resilience (Ministry of Transportation, 2020).

Previous studies have explored employee performance in government sectors. For instance, Rahman et al. (2021) demonstrated that leadership and work motivation significantly influence public sector employee performance. Similarly, Susanti (2020) emphasized the role of training and skill development in improving productivity among government employees. However, these studies primarily focus on general contexts, leaving a gap in addressing sector-specific challenges, particularly in the transportation domain within a post-disaster framework.

The novelty of this study lies in its specific focus on the performance of Palu City's Department of Transportation employees in the unique context of post-disaster recovery. Unlike prior research, which often generalizes findings, this study delves into the intersection of geographic, social, and infrastructural dynamics in influencing employee performance. This contextualized approach adds a distinctive contribution to the literature on transportation sector performance (Smith et al., 2019; Johari & Salleh, 2022).

Theoretical gaps also underscore the need for this research. Although established theories such as Vroom's Expectancy Theory (1964) and Herzberg's Two-Factor Theory (1959) have provided frameworks for understanding employee performance, their application in disaster-affected areas remains underexplored. For instance, Expectancy Theory, which examines the interplay between effort, performance, and outcomes, has limited empirical studies in contexts disrupted by natural disasters (Vroom, 1964; Luthans, 2015).

Additionally, research gaps exist concerning the integration of organizational support, infrastructure conditions, and geographic factors in evaluating transportation sector performance. While studies such as those by Brown et al. (2020) have discussed infrastructure's impact on public service delivery, limited attention has been given to how these factors converge in disaster-prone regions. This study addresses these gaps by providing a comprehensive analysis of the factors shaping employee performance in Palu's transportation sector.

This research is significant because it offers practical and theoretical contributions to policy development in disaster-affected regions. By identifying key performance determinants, the findings can guide policymakers in designing adaptive and effective strategies to enhance employee capacity and infrastructure recovery in the transportation sector (UNDRR, 2021; BPS Palu, 2023).

Moreover, the study strengthens the theoretical foundation of employee performance research by contextualizing it within a disaster recovery framework. This approach not only enriches the academic discourse but also provides actionable insights for other regions facing similar challenges, emphasizing the practical implications of transportation policy and governance in post-disaster scenarios (Johari & Salleh, 2022; Rahman et al., 2021).

In conclusion, this research aims to evaluate and understand the performance of Palu City's Department of Transportation employees in a post-disaster context. Through in-depth analysis, the study seeks to provide evidence-based recommendations for enhancing the effectiveness of transportation management, contributing to both local and national policy development.

## 2. METHODS

This study employs a quantitative research approach to measure and analyze the performance of employees in the Department of Transportation in Palu City. Quantitative methods are chosen because they enable researchers to objectively describe phenomena using measurable numerical data (Sugiyono, 2020). This research is descriptive, aiming to provide a comprehensive overview of employee performance based on predetermined indicators.

The population of this study comprises all employees of the Department of Transportation in Palu City, totaling 67 individuals. Given the relatively small population size, the study uses a census technique, where every member of the population is included as a respondent. The census technique ensures complete coverage of the population, providing accurate and comprehensive insights into the research subject (Indriantoro & Supomo, 2018). Data for this study are collected through a questionnaire developed based on employee performance indicators. The questionnaire consists of closed-ended questions utilizing a Likert scale ranging from 1 to 5, where respondents assess aspects of performance such as effectiveness, efficiency, work quality, and compliance with regulations. The instrument's validity and reliability are tested beforehand to ensure it accurately and consistently measures the variables of interest (Ghozali, 2018).

The collected data are analyzed using descriptive statistics, which describe the frequency distribution, mean, median, mode, and standard deviation of the data. Descriptive statistics are chosen for their ability to simplify complex datasets, making them easier to interpret (Sekaran & Bougie, 2020). The results are presented in tables, charts, and narrative descriptions to provide a comprehensive understanding of employee performance

### 3. RESULTS

Table 1 presents the descriptive statistics for the three performance dimensions assessed in this study, Individual Ability, Effort Level, and Organizational Support (Mathis & Jackson, 2006). Each dimension is evaluated using three corresponding questions (Q1–Q9), and the table summarizes the mean scores for each question, along with sub-total averages for each dimension. The results indicate that the highest average score is in the Individual Ability dimension, reflecting strong perceptions of personal competence among employees. The Effort Level dimension, however, shows the lowest average score, highlighting potential issues with motivation or energy devoted to tasks. Meanwhile, Organizational Support scores moderately high, suggesting that employees perceive a reasonably supportive working environment. These findings provide a foundation for analyzing key aspects of employee performance and identifying areas requiring attention.

**Table 1: Descriptive Statistics.**

No.	Dimension	Question	Mean	Interpretation
1.	Individual Ability	Q1	4.50	High
		Q2	4.45	High
		Q3	4.60	High
Sub-total			4.52	Highest Mean
2.	Effort Level	Q4	3.20	Moderate
		Q5	3.15	Moderate
		Q6	3.10	Moderate
Sub-total			3.15	Lowest Mean
3.	Organizational Support	Q7	4.10	High
		Q8	4.05	High
		Q9	4.00	High
Sub-total			4.05	Moderately High Mean

Individual Ability (4.52). This dimension recorded the highest mean score, indicating that

employees possess strong individual capabilities essential for executing their tasks effectively. The low standard deviation reflects consistent perceptions among respondents regarding this dimension. Organizational Support (4.05). The mean score for organizational support ranks second, suggesting that the organization provides adequate resources, policies, and guidance to facilitate employee performance. The moderate standard deviation implies some variation in respondents' experiences with organizational support. Effort Level (3.15). The effort level dimension has the lowest mean score, highlighting the need for improvement in employee motivation and effort in carrying out their responsibilities. The higher standard deviation indicates a broader range of perceptions among employees on this aspect. The overall average score across all dimensions suggests that employee performance is generally satisfactory. However, targeted interventions in enhancing effort levels could further optimize outcomes.

The results presented in Table 1 provide valuable insights into the performance dimensions of employees within the Department of Transportation in Palu City, namely Individual Ability, Effort Level, and Organizational Support. This section discusses the findings and compares them with previous research to provide a deeper understanding of the factors influencing employee performance.

The dimension of Individual Ability showed the highest mean score (4.52), indicating that employees perceive their personal competencies as strong in carrying out their tasks. This finding aligns with previous studies that emphasize the importance of individual competencies in determining job performance. For instance, a study by Siahaan (2019) found that individual ability is one of the most significant predictors of work performance in public sector employees, as it directly impacts the effectiveness and efficiency of task completion. Moreover, studies by Kurniawan & Suyono (2018) suggest that employees with higher skill levels tend to demonstrate more confidence and autonomy in their work, contributing to overall job satisfaction and organizational success. The relatively high mean scores on questions related to individual ability suggest that employees at the Department of Transportation are equipped with the necessary skills to perform their tasks efficiently.

In contrast, the Effort Level dimension showed the lowest mean score (3.15), which suggests that while employees possess the required skills, they may not always apply themselves fully to their tasks. This finding is consistent with research by Tabrizi & Khanlari (2020), which highlights that a lack of effort or motivation can lead to suboptimal job performance, even if employees have the necessary competencies. The moderate scores across the three questions assessing effort (Q4, Q5, and Q6) indicate that there may be external or internal factors affecting the employees' motivation. Previous research by Robbins & Judge (2017) has shown that motivation is influenced by both intrinsic and extrinsic factors, such as job satisfaction, recognition, and work environment, which could be areas for future investigation in this context. It is crucial to identify and address these factors to improve employee engagement and overall job performance. A potential solution could be providing additional incentives, performance-based rewards, or professional development opportunities to increase effort levels.

The Organizational Support dimension, with a mean score of 4.05, reflects a moderately high perception of support provided by the organization. This finding suggests that employees feel supported in their work environment, but there may still be room for improvement. Previous studies confirm the role of organizational support in enhancing employee performance. For instance, Eisenberger et al. (1986) found that employees who perceive strong organizational support tend to show higher levels of job satisfaction and commitment, leading to better

performance. Similarly, research by Lee & Allen (2020) indicates that organizational support, including access to resources, training, and feedback, significantly contributes to higher motivation and work efficiency. While the current study indicates a positive level of organizational support, further enhancements such as more structured feedback systems, improved communication channels, or additional resources could lead to even better performance outcomes.

The findings of this study have important practical implications. First, while individual abilities are rated highly, organizations should continue investing in skills development and training to maintain and improve the competency levels of employees. However, the lower scores on Effort Level suggest the need for increased focus on employee motivation and engagement. Strategies such as setting clear goals, offering performance-based rewards, and fostering a more engaging work environment could help in this regard. Additionally, while organizational support is perceived positively, continuous evaluation and improvements in support mechanisms are essential to ensure that employees have the necessary resources and conditions to perform optimally.

#### 4. CONCLUSION

The current study's findings provide a comprehensive picture of employee performance in the Department of Transportation in Palu City. The high individual ability scores suggest that employees are well-equipped in terms of competencies, but the relatively low effort levels and moderately high organizational support scores point to areas for improvement. Drawing from previous research, it is clear that addressing motivation-related factors and enhancing organizational support systems could significantly improve employee performance. Future research could further explore these relationships, focusing on how specific organizational interventions impact effort levels and overall performance.

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