

Self-Evaluation and Warehouse Management on Employee Performance PT Zaindo Putra Logistics Banjarmasin

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ARTICLE INFO

Keywords: Self Evaluation, Warehouse Mangement, Employee Performance

Received : 15, August

Revised : 19, September

Accepted: 20, October

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ABSTRACT

Performance assessment is included in human resources, comparative human resources are the key to the company's success. By conducting performance assessments on employees, employees will always try to do the maximum possible in every activity provided by the company or leaders and managers, and it will also be easy for them to carry out company activities in the field of increasing employee positions or seeing employee performance that is not optimal. The research method used is descriptive qualitative research. The conclusions in this research include assessing self-evaluation and performance of warehouse employees, which is the activity of managers or superiors to evaluate employee work performance behavior and determine subsequent policies. Performance appraisal is not a punishment but a form of leadership attention towards employees.

INTRODUCTION

PT. Zaindo Putra Logistik Banjarmasin, this company is a provider logistics services that provide warehousing services. Logistics services consist of for warehousing, distribution and transportation services. Warehouse has role which is very important in a company. Employee performance is a positive state, fulfillment, related to employee motivation and comfort with work so they conflict with *burnout* (Bakker & Leiter, 2010).

According to Schaufeli, Salanova, Gonzalez-Rome, & Bakker (in Bakker & Demerouti, 2008), mention that employee performance is circumstances psychological positive related with Job fulfillment is characterized by *vigor* (high levels of energy and endurance mentally while working and perseverance in facing difficulties) , *dedication* (involvement Which tall in finish work And experience feeling Which meaningful, enthusiasm, pride, and challenge) , and *absorption* (full concentration and feeling happy do their work, employees feel that time passes so quickly and find it difficult to escape with work). There are two factors that influence work engagement, namely *job resources* and *personal resources* (Bakker, 2009). *Job resources* are job resources that refer to aspects of the physical, social, or work setting that can reduce workload, help achieve work goals or encourage individual growth, learning, and development (Bakker & Leiter, 2010). Meanwhile, *personal resources* are defined as positive self-evaluation related with resilience mentally individual as well as refers also on feeling individual to his ability to successfully control and influence his environment (Bakker, 2011).

By operational, warehousing is series activity expulsion in storage logistics start from activity reception, recording, entry, storage, arrangement, bookkeeping, maintenance, expenditure, and distribution up to accountability activities management warehouse (making reports) with objective support continuity units Work, at a time effectiveness And efficiency organization in a way whole.

Warehousing is held due to uncertainty factors (demand, production nor transportation), factor purchase Which economical, speed process Which different, in factors _ other. For increase warehouse capability, so effective warehousing is needed. One of the basics Good warehousing is correct, customized warehousing planning with each type and function of warehouse. Previous studies have found many benefits and advantages from employee performance. Researchers believe that organizations with high levels of *engagement deliver results* which is positive for the organization (Kular, Gatenby, Rees, Soane, & Truss, 2008).

Furthermore , Maslow (2012) , Maggkunegara (2017), found that there is a high level of work engagement Also relate closely related to job satisfaction. In every warehouse there must be management of the goods available in warehouse Can regular And well maintained its existence. Management warehouse. Warehousing will always relate with supplies. Warehousing is a household Wrong One part from function supplies And logistics that is function storage. So For add outlook about warehousing researcher use terms in logistics and supplies which are closely related with warehousing.

Constraint Which faced in management *warehouse* is accuracy movement

of goods and calculating the time span for goods to be stored. Needed control goods and document movement activities to increase efficiency use of *a warehouse* so that the quantity and time span of goods are stored within minimum value or according to planning. Without warehouse management good, then entrepreneurs or company leaders will be confronted on the risk that company on at one time won't run fluent.

THEORETICAL REVIEW

Performance

Etymologically, performance comes from the word work performance. As stated by Mangkunegara (2017: 67), the term performance comes from the words job performance or actual performance (work performance or actual achievement achieved by a person), namely the results of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with his responsibilities. given to him.

Performance is that every organization, small or large, has positive or non-positive thinking and has high goals to achieve better performance (Tampubolon, 2014). Performance is about what someone does and will produce results (Wibowo, 2010). Performance is the results obtained by a group, whether positive or not, produced during a specified time period (Fahmi, 2013). Performance is the result of an individual or group's performance in an industry to achieve its goals in accordance with its responsibilities and authority, according to morals and not violating the law (Nursalam, 2015).

According to Mangkunegara, (2017:20) Based on the definition and objectives put forward by Mangkunegara, performance management is a process of planning and controlling the work of officials in carrying out their work. In this aim, Mangkunegara talks about how there is understanding between leaders and subordinates in completing, make decisions and gain a good understanding of the job and responsibilities.

According to Cappbeli (2014), performance is behavior or actions that are relevant to organizational goals. There are 3 ideas from the definition of performance, namely, performance is behavior resulting from work, performance only includes behavior that is relevant to organizational goals, performance is a multidimensional thing. Based on the definition of performance from several expert opinions, it can be concluded that performance is an achievement of results. employee work in carrying out their duties in accordance with their responsibilities in achieving organizational goals.

Mangkunegara (2017) states that performance factors consist of internal factors and external factors. Internal factors are factors that are related to a person's characteristics. For example, someone's performance is good because they have high abilities and the type of person is a hard worker, while someone's performance is bad because the person has low abilities and does not try to improve their abilities. External factors are factors that influence a person's performance that come from the environment. Such as behavior,

attitudes and actions of colleagues, subordinates or leaders, work facilities and organizational climate.

Indicators of Employee Work Motivation

Work Motivation according to Anwar Prabu Mangkunegara (2017:93) in Bayu Fadillah, et all (2013:5) "Motivation is an encouragement of needs within employees that need to be fulfilled so that employees can adapt to their environment and be able to achieve the goals that have been set. In other words, motivation is energy to generate encouragement within oneself to achieve certain goals." Meanwhile, motivation according to Sutrisno (2010:109) in Arif Yusuf Hamali, SS, MM (2018:133) is as follows: "Motivation is a factor that encourages someone to carry out a certain activity, therefore motivation is often interpreted as a driving factor someone's behavior. Every activity carried out by a person must have a factor that drives that activity. The driving factors for a person to carry out a particular activity are generally the person's needs and desires.

Evaluation

Evaluation is mandatory when a program/activity has been completed. Through evaluation, we can find out how effective the program/activity is being implemented according to what is desired and if not, we can be in a position to stop or improve it. The need and demand for accountability creates a need for evaluation. Accountability is not limited to an activity, but also to improve program implementation and community development.

According to Wirawan (2012: 7) evaluation is: "Research to collect, analyze and present useful information about the evaluation object, assess it by comparing it with evaluation indicators and the results are used to make decisions regarding the evaluation object." In the book *Company Performance Evaluation* (Husein Umar, 2005:37) defines Evaluation as follows: "A process to provide information about the extent to which a particular activity has been achieved, how that achievement differs from a certain standard to find out whether there is a difference between the two, and how the benefits of what has been done are compared with the hopes to be obtained." Evaluation allows implementers of a program to know the actual results achieved. An objective, rational assessment and based on predetermined criteria in the plan will determine whether the results achieved exceed the predetermined targets and standards, the results achieved are just as expected, or less than specified. Meanwhile, according to Arikunto (2010:1) "Evaluation is a process of determining the results that have been achieved from several planned activities to support the achievement of goals".

According to Husni (2010:971), evaluation is a process to provide information regarding the results of assessments of problems found. So evaluation is not a new thing in life. Akomolafe, C. Olufunke. (2009: 61) states that: humans because this always accompanies a person's life. A human being who has done something will definitely judge whether what he did was in accordance with his wishes Organization within PT. PT. Zaindo Putra Logistik Banjarmasin has its own employee assessment system, although this system

still attracts a lot of criticism. Facing this challenge, PT. Salam Sayang Bersama strives to improve performance management in accordance with measurement results obtained through evaluation and assessment of employee performance.

Understanding Warehousing

As for object Which studied or studied And at a time object Which managed in warehousing is logistics. According to Luke Dwiantara And Rumsari Hadi Sumarto (20 18 :2) "Logistics that is all something/object that is tangible and can be treated physically (*tangible*), well Which used For organize activity principal nor activity support". Term logistics Also normal called with a number of term like supplies, goods, materials, equipment, supplies and infrastructure. So For add outlook about management warehousing researcher uses logistics terms and the same meaning as logistics Which closely related with warehouse management.

Warehouse management doesn't just appear out of thin air. Lukas Dwiantara and Rumsari Hadi Sumarto (20 18 :1) states that: "Warehouse management arise Because Still often organizations, Good organization private and the government, positioning and managing internal logistics the limits of "perfunctory" and "as is". This is clearly a source waste and inefficiency of the organization itself, and this is what it often does not realized by management or staff ranks in the the organization."

According to Donald J. Bowersox translation A. Hashimi Ali (2015 :13) states that:"Modern logistics management can be defined as a process strategic management of the movement and storage of goods, tribes spare parts and finished goods from suppliers, among company facilities And to para subscriber". According to Warman (2010:5) a warehouse is a building used to store building goods which are used to store merchandise, so a warehouse is a place used to store goods in the form of raw materials, semi-finished goods or finished goods. According to Dodi Permadi (2016) warehouses are part of all logistics systems which play an important role in serving customers with the minimum possible total costs. Discussion furthermore focused on management warehousing Which It contains the activities of people who work together in the process storage goods in warehouse with operate functions from management to achieve that goal has determined previously.

The definition of a warehouse management system according to Warman (2012) is an information system regarding warehouse management that is used to control activities in the warehouse starting from receiving, storing goods (putaway), moving, picking. , and delivery (shipping). The main objective of the warehouse management system is to control the movement of entry, entry, storage and retrieval of goods effectively and efficiently, with ease and accuracy of stock information in the warehouse. In short, the aim of warehouse management is to efficiently and effectively coordinate all warehouse processes and activities Tompkins (2003). In this case, the outline of a warehouse management system can be drawn which contains the understanding: management of interrelated activities in temporary goods storage activities. The storage activities in question, namely receiving from suppliers, handling goods,

releasing goods to their destination are the outline of storage.

Warehousing activities are not just the activity of putting goods in goods storage space (warehouse), but more than that, namely in activities warehousing important done planning, organizing, as well as logistics control both technically and administratively so that activities can reach and maintain continuity and sustainability of each activities in each work unit in the organization.

According to Sekaran (2014: 14), a framework conceptual will give explanation while, against symptoms that occur research problem (object). In connection with matter the so description theory and research previous is base main for compile framework conceptual in the end used in formulate hypothesis.

METHODOLOGY

Based on the research objectives to be achieved, this research includes qualitative research, where this research aims to understand a problem. The definition of qualitative research according to Lexy. J. Moleong (2011:3) quoting the opinion of Kirk and Miller stated that, "Qualitative research is a particular tradition in the social sciences which fundamentally relies on observing humans in their own area and relating to these people in their language and terms."

Based on on purpose research which want to achieved, research this including qualitative research, where this research aims to understand a problem. A population is a generalization region consisting of objects/subjects that have certain qualities and characteristics set by the researcher to be studied and then drawn to conclusions. The sample is part of the amount and characteristics owned by the population (Sugiyono, 2003:90).

According to Moleong (2011; 132) in the book *Qualitative Research Methods*, "Informants are people who are used to provide information about the situation and conditions of the research background." Apart from that, Andi (2010; 147) in the book *Mastering Qualitative Research Data Collection Techniques* explains that, "Informants are people who are expected to master and understand data, information or facts from a research object." From this explanation, the author understands that informants are superiors and subordinates. Where continuous communication occurs, because informants are people who are directly involved in the activities to be researched. Thus, informants are people who the author considers capable of providing information related to the research.

RESULTS AND DISCUSSION

At this stage the researcher will explain the most important parts focused study that is implementation in the analysis of the relationship between employee self-evaluation and management performance G shrimp Logistics On PT. Zainal Putra Logistics Banjarmasin. with use descriptive analysis qualitative. On study descriptive qualitative This researcher in Sue so that can identify, explain, describe or describe and dig up data based on facts found in the field based on the results of in-depth interviews, direct observation, and documentation at location study.

Based on data Which obtained, so results from study This show that motivation Work Which given implementation in the analysis of the relationship between employee self-evaluation and management performance G shrimp Logistics On PT. Zainal Putra Logistics Banjarmasin. can increase performance employee. With giving motivationyang blessing with attitude towards work.

Data from the research results were obtained through in-depth interviews conducted by researchers at the company PT. Zainal Putra Logistics Banjarmasin. Where informants are managers and employees of the company PT. Zainal Putra Logistics Banjarmasin. Interview with manager PT. Zainal Putra Logistics Banjarmasin Evaluation relationship employees themselves by drawing conclusions from the Mangkunegara Theory (2017)

So far the performance assessment carried out by PT. Zainal Putra Logistics Banjarmasin, running smoothly and well, the company can handle the obstacles in implementing employee assessment policies well. The company carries out performance assessment activities aimed at increasing productivity and subsequent company activities Zainal Putra Logistics Banjarmasin company must pay more attention to or monitor the strategies applied to employee performance, because the strategies implemented by management have an important role in advancing the company. Zainal Putra Logistik Banjarmasin employees also has important factors other than the strategy implemented, without reliable performance as the spearhead of the company, the company will not progress to the present, although there are still several shortcomings that must be corrected by management regarding the performance of PT Zainal employees Putra Logistics Banjarmasin Work motivation in improving employee performance at PT. Zainal Putra Logistik Banjarmasin work motivation plays an important role for employees to support their performance and the performance of PT company employees. Zainal Putra Logistics Banjarmasin can be said to be good if employee performance is satisfactory and can improve the company's image.

Apart from that, another aim of the company's performance assessment is the company's efforts to develop human resources to improve the performance and competence of the employees concerned. Performance appraisal is not a punishment but a form of leadership attention towards employees. Performance appraisal is related to motivating employees to improve performance. Implementation Management warehouse Logistics On PT. Seroja Jaya Island, Banjarmasin_G Shrimp Logistics at PT. Pulau Seroja Jaya Banjarmasin is an integral part of all logistics systems which plays an important role in serving customers with the minimum possible total costs, it is also the primary network between producers and customers which is used to store inventory during all parts of the logistics process. G Shrimp Logistics Management at PT. Seroja Jaya Island Banjarmasin provides knowledge and skills on how to manage warehouses optimally, starting from inventory planning, receiving goods to arranging goods while in the warehouse along with the administration needed for daily activities and transportation options to support the smooth supply and delivery of goods.

Due to the large number of inventory items stored in the warehouse, special treatment is needed to organize and manage the inventory items in the warehouse, starting from the goods received at the warehouse until the goods leave the warehouse. At G Shrimp Logistics at PT. Seroja Jaya Island, Banjarmasin, warehouse management has an important role in warehouse management.

Company PT. Zainal Putra Logistik Banjarmasin carries out performance assessment activities for warehouse employees aimed at increasing productivity and subsequent company activities. Apart from that, another aim of the company's self-evaluation and performance assessment of warehouse employees is the company's efforts to provide human resource development to improve the performance and competence of the employees concerned. Performance appraisal is not a punishment but a form of leadership attention towards employees. Performance Appraisal is something that is related to motivating employees to improve their performance. The benefits of this Performance Appraisal are not only felt by the company itself as the party that issued this policy, but employees who will be assessed or have been assessed can also feel the impact, both positive and negative. But from the interviews the author conducted, employees responded positively to this work performance appraisal policy.

CONCLUSIONS AND RECOMMENDATIONS

For PT. Zainal Putra Logistik Banjarmasin So that warehousing employees further improve their ability to work, both in terms of increasing quality, quantity and time in carrying out the work assigned. So employees can take part in training on warehouse management to improve employee expertise and skills in carrying out their work. Must continue to improve the effectiveness of implementing employee performance assessments through determining standards such as clarity in determining work standards set by the PT company. Zainal Putra Logistik Banjarmasin. Suggestions for PT. Zainal Putra Logistik Banjarmasin So that warehousing employees further improve their ability to work, both in terms of increasing quality, quantity and time in carrying out the work assigned. So employees can take part in training on warehouse management to improve employee expertise and skills in carrying out their work.

FURTHER STUDY

In the future study This can added moderator and intervening variables for test accuracy connection between variable and done with tool Amos SEM analysis.

ACKNOWLEDGMENT

Thank You for researchers _ previous and the authors book made references and for Formosa publishers who have publish work scientific this.

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