

## ANALYSIS OF THE DUTIES AND RESPONSIBILITIES OF SPARE PARTS STORE EMPLOYEES AT PRIMA JAYA AEKNABARA



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### Abstract

This study aims to analyze the tasks and responsibilities of employees at Prima Jaya Sparepart Store in AekNabara and identify obstacles in their work implementation. This research uses a qualitative descriptive approach. Informants consisted of the store owner, sales employees, administrative staff, warehouse employees, and one customer selected through purposive sampling. Data were collected through interviews, observation, and documentation and analyzed using the Miles and Huberman model. The results show that employee tasks are divided into sales, administration, and warehouse sections that support store operations. Employee responsibility is reflected in honesty in transactions, accuracy in recording data, and cooperation in customer service. However, several obstacles were found, such as inaccurate record keeping, incomplete data, and overlapping tasks when the store becomes crowded. Therefore, clearer task distribution and the implementation of Standard Operating Procedures (SOP) are needed to improve work effectiveness.

**Keywords :** Tasks, Responsibilities, Employees, Spare Parts Store

## INTRODUCTION

Prima Jaya AekNabara Spare Parts Store is a business specializing in the sale of various types of motor vehicle spare parts, particularly for two-wheeled vehicles. The store is located in the Bilah Hulu AekNabara sub-district, known as one of the centers of economic activity and transportation in Labuhan Batu Regency. This store's location is strategic in meeting the community's need for spare parts, given the high mobility and dependence on motorized vehicles in the area (Wibowo, 2023). By providing a wide range of quality spare parts from various well-known brands, this shop has become a primary choice for local residents for vehicle maintenance and repair needs. Prima Jaya not only sells vehicle spare parts, but also provides added value through professional consultation services from experienced mechanics who provide technical recommendations to ensure product compatibility and optimal fit for the customer's vehicle (Santi, 2025).

According to (Sutrisno, 2024), Duties are obligations that must be carried out by employees as a manifestation of their work function and their commitment to the organization. Duties are not simply understood as a list of tasks, but rather represent the responsibilities inherent in each individual's role in achieving the company's goals. Therefore, organizational success is greatly influenced by the extent to which these tasks are carried out effectively and consistently by employees (Rivai, V., & Sagala, 2021).

According to (Sutrisno, 2024), responsibility is a person's awareness of carrying out their duties and their readiness to accept the consequences of their work. In other words, responsibility is not only related to the execution of tasks, but also reflects an individual's commitment to ensuring that work is done well, on time, and according to the standards set by the organization (Wibowo, 2023). In the operational context of a spare parts store, employee responsibility is crucial because it directly relates to accurate record keeping, customer service, inventory management, and the smooth running of daily sales activities. Small errors in inventory recording or transactions can result in financial losses and customer dissatisfaction (Gunawan et al., 2021).

However, initial observations indicate that the implementation of employee duties and responsibilities at the spare parts store is still suboptimal. Several issues were observed, such as irregular stock reports, work only being started after instructions, a lack of initiative, and inaccuracy in recording transactions. Furthermore, inconsistent timekeeping and uneven task allocation also hamper daily operations. These issues often indicate a weak understanding of employee job descriptions or a lack of effective management oversight (Ridwan, 2023). Furthermore, inconsistent timekeeping and uneven task allocation also hamper daily operations. Uneven workloads can trigger fatigue in some employees and lower morale in others, ultimately hampering overall store productivity. This phenomenon indicates a gap between expected tasks and responsibilities and their implementation in the field (Wahyuddin, 2023). Therefore, a more in-depth analysis is needed to determine how employees carry out their tasks and responsibilities. Using a qualitative approach, this study aims to gain a direct understanding of work processes, types of responsibilities, and factors influencing task execution, as well as the dynamics of interactions between departments within the store. The results are expected to provide a clearer picture of employee performance and serve as a basis for improving human resource management in the spare parts store (Maiti, 2025).

This research gap lies in the lack of in-depth information regarding the effective implementation of duties and responsibilities for employees at the Prima Jaya Aek Nabara Sparepart Store. To date, no research has specifically examined how the division of duties and responsibilities is implemented and the extent to which it impacts employee performance and store operational efficiency. Clear role mapping is a critical element in modern retail management to achieve operational excellence. A lack of understanding regarding the effectiveness of this role division can lead to overlapping work, an imbalance in workload, and decreased productivity. Therefore, this research was conducted to fill this gap by analyzing the comprehensive implementation of employee duties and responsibilities and providing strategic recommendations that can help improve individual and overall company performance.

## **REVIEW OF LITERATURE**

### **Previous Research**

Research conducted by (Gunawan et al., 2021), Titled "An Analysis of Islamic Duties and Responsibilities of Indomaret Store Employees Veteran162 Purwakarta," this study qualitatively examines the division of duties and responsibilities of Indomaret store employees and their impact on daily work performance. The results indicate that clear job descriptions and responsibilities can help employees understand their role in store operations and uphold the values of honesty and customer satisfaction. The focus of this research is understanding duties and responsibilities according to job position in the retail context.

Further research conducted by (Ulya et al., 2023), entitled "An Analysis of Employee Responsibilities in Retail Businesses." In this interview- and observation-based study, the duties and responsibilities of employees in retail stores (e.g., Alfamart and Indomaret) were analyzed based on their role divisions (COS, ACOS, Crew). The results indicate that each job position has specific duties that are mutually agreed upon and outlined in the employment contract, and this contributes to the store's daily operational performance.

Research conducted by (Putu et al., 2023), entitled "Efforts to Improve the Work Quality of Spare Parts Employees at UD Surya Pramatha Motor through Knowledge Sharing" This study used qualitative methods to examine the improvement in understanding of spare parts employees' duties and responsibilities through training, counseling, and mentoring. The findings indicate that improved understanding of duties and responsibilities can improve service quality and spare parts management.

Research conducted by (Ekananda et al., 2024), entitled "Employee Loyalty in a Vehicle Spare Parts Company. Management Studies and Entrepreneurship Journal." This research is a qualitative case study of a vehicle spare parts company. The primary focus is employee loyalty, but also includes interviews and observations of employees, thus providing a clear picture of how employee duties, responsibilities, and loyalty are interrelated in the context of spare parts work. This is relevant because employee duties and responsibilities impact loyalty and overall work performance.

Research conducted by (Wahyuanggraeni, 2024), entitled "The Importance of Job Descriptions in Improving Employee Performance. Insight Jurnal Psikologi." This

qualitative research examines how clear job descriptions can clarify employee rights, authorities, and responsibilities, thereby impacting organizational performance. This study is relevant to emphasize the importance of clear job descriptions and responsibilities in spare parts stores.

## **Theoretical basis**

### **a. Job Description**

According to Henry Simamora in Andrian, (2021), a job description is a written statement of what must be done, how to do it, and why it needs to be done. A job description is a document that details the duties, responsibilities, authority, job objectives, work standards, and work relationships of a position within an organization (Lestari, 2022). Job descriptions serve as the primary reference for employees to understand what to do and how to perform their jobs effectively. Job descriptions serve as work guidelines that explain the duties, responsibilities, and work limitations of each employee. With job descriptions, employees know what to do, how to do it, and to whom they are accountable, helping management assess performance, clearly divide work, and avoid overlapping tasks (Nurhayati, 2020). Job descriptions also help management assess performance, clearly divide work, and avoid overlapping tasks. The benefits include more organized work, more focused employee work, clearer communication, and more efficient store operations because everyone understands their respective roles. Job descriptions are directly linked to employee duties and responsibilities. Through job descriptions, each employee clearly understands what they must do (tasks) and what obligations they must be accountable for (responsibilities) (Novita, 2023). Job descriptions help avoid confusion in the division of labor, improve employee focus, and ensure work is carried out according to established standards.

### **b. Tasks**

A task is a job or obligation that a person must perform according to their role or responsibilities. Tasks are assigned to ensure work runs smoothly, according to regulations, and achieves the desired goals. According to (Janice, 2025), tasks are part of the work responsibilities assigned to an individual to be carried out according to their role and position within the organization. Each task usually has a goal, work standards, and procedures that must be adhered to, so that employees can work in a focused manner and meet organizational expectations (Sari & Syariah, 2024). In the context of working in a store, such as a spare parts store, an employee's duties can encompass a variety of operational activities, from customer service, stock checking, transaction recording, report preparation, to maintaining the tidiness and security of goods (Gunawan et al., 2021). These tasks must be carried out consistently to ensure smooth operational activities. Thus, tasks are not merely viewed as routine activities, but rather as a form of employee contribution to achieving organizational goals, and serve as the basis for performance evaluation (Ridwan, 2023). The purpose of carrying out tasks is to ensure that work is completed properly, on time, and according to requirements. By following applicable rules and procedures, work can proceed in an orderly manner and produce neat, accurate, and satisfactory work quality. Tasks that are properly executed also help reduce errors, maintain an orderly workflow, and

ensure effective division of labor. Furthermore, task execution reflects employee responsibility and professionalism (Ulya et al., 2023), well-executed tasks will support smooth store operations, making work activities more efficient and controlled.

Task indicators according to (Putu et al., 2023) :

1. Tasks completed correctly
2. Tasks according to job description
3. Quality work results
4. On time

c. Responsibility

Responsibility is a person's awareness and willingness to carry out their duties and accept the consequences of the results of that work. Responsibility reflects an individual's commitment to their role and demonstrates the extent to which they carry out their duties with discipline, honesty, and in accordance with the standards established by the organization (Sutrisno, 2024). True responsibility integrates freedom with commitment, rights with obligations, and personal interests with the common good. As a living and evolving concept, responsibility continues to adapt to the challenges of the times, remaining a crucial pillar in building a just, humane, and sustainable society (Sutrisno, 2024).

Responsibility indicators according to (Maiti, 2025) :

1. Punctuality
2. Compliance with rules
3. Dependability
4. Careful and neat
5. Care about tasks
6. Safeguarding goods or assets
7. Ready to correct mistakes

d. Definition of an Employee

An employee is an individual who has an employment relationship, either written or unwritten, with an organization, company, or other employer. In this employment relationship, employees dedicate their energy, time, thoughts, and expertise to carrying out specific tasks or work for which they are responsible. In return for their contributions and dedication in the production process or service provision, employees are entitled to receive compensation in the form of a salary, wages, or other legitimate and appropriate form of income. This compensation not only serves to fulfill economic needs but also serves as a form of recognition for the employee's role in helping the organization achieve its established vision, mission, and goals.

e. Operational Performance

Operational performance is the ability of employees to carry out their duties and responsibilities effectively, efficiently, and in accordance with established standards within the organization. Performance is the quality and quantity of work achieved by an employee in carrying out their duties and responsibilities (Santi, 2025). Operational performance encompasses aspects directly related to customer service activities, inventory management, product organization, transaction administration, and the

employee's ability to resolve daily operational issues (Ulya et al., 2023). Good operational performance is necessary to maintain a smooth service process and increase customer satisfaction. Employees are required to perform their work quickly, precisely, and accurately because customers require spare parts that are compatible with specific vehicle types. Therefore, accuracy, product understanding, communication skills, and adherence to SOPs are essential components of operational performance (Ekananda et al., 2024). Understanding tasks and responsibilities improves operational process accuracy and customer satisfaction.

Operational performance indicators according to (Ridwan, 2023) :

1. Work quality
2. Employee quantity
3. Punctuality
4. Job understanding
5. Effective use of resources

## RESEARCH METHOD

This research was conducted in the city center, located in Bilah Hulu District, Aek Nabara, Labuhanbatu Regency, because the researchers discovered a relevant phenomenon related to employee duties and responsibilities. The research involved various activities, including in-depth semi-structured interviews, direct observation, data collection, data analysis, and the preparation of a research report. This research employed a qualitative approach with a descriptive design. This approach was chosen to understand the phenomenon in-depth and holistically from the participants' perspectives in their natural context (Sutrisno, 2024).

The descriptive design aims to describe the actual conditions of employee duties and responsibilities at the Prima Jaya Spare Parts Store in Aek Nabara. Informants were selected using a purposive sampling technique, with specific criteria relevant to the research objectives. These criteria included experience, knowledge, position, involvement, and availability, and those who had worked for at least six months. The key informants were one shop owner, three sales employees, two warehouse employees, one administrative employee, and one customer as a supporting informant. This selection was based on the consideration that they are directly involved in carrying out daily tasks and responsibilities (Sutrisno, 2024).

Data collection techniques were conducted through interviews, observation, and documentation as primary data sources, as well as triangulation studies, including triangulation of sources and data collection techniques. The data analysis method, using the Miles & Huberman model, was conducted through four stages: data collection, data reduction, data presentation, and verification or drawing conclusions, all of which aimed to help researchers deeply understand the meaning behind the data obtained and answer the research questions.

### Research Model

Based on the literature review presented, it can be formulated that the effectiveness of Operational Performance is highly dependent on the accuracy of Job Descriptions and the consistent implementation of Duties and Responsibilities. Theoretically, if an employee

understands the boundaries of their duties, then overlapping work can be avoided, resulting in more optimal work results. Based on this line of thought, the framework for this study can be described as follows :



The image explains that a job description is the basis for determining an employee's tasks and responsibilities. The implementation of these tasks and responsibilities will then result in operational performance, which indicates the level of work success.

## RESULTS AND DISCUSSION

### Employee Task Analysis

Based on research results, employee duties at the Prima Jaya Aek Nabara Spare Parts Store are divided into several sections: sales staff, administrative staff, and warehouse staff. This division of duties ensures the store's operations run smoothly and effectively. Sales staff are primarily responsible for serving customers, providing information on needed spare parts, and conducting sales transactions. Meanwhile, administrative staff are responsible for recording transactions, managing inventory data, and compiling sales reports. Warehouse staff are responsible for organizing and maintaining inventory availability, as well as ensuring that goods are stored neatly and securely. However, observations indicate that employees still need to help each other during busy times. This demonstrates that despite the division of duties, work flexibility is still necessary to ensure good customer service. This aligns with Handoko's opinion that the division of tasks is part of human resource management, which aims to organize work so that each employee understands their assigned tasks, allowing them to be carried out effectively and efficiently. Furthermore, Robbins and Judge explained that clarity of work tasks can improve employees' understanding of their roles within the organization, thereby improving work performance. The research also showed that under certain conditions, such as when the store is busy with customers, employees often help each other even when the work is not their primary responsibility. This demonstrates cooperation among employees in carrying out work activities. According to Mangkunegara, cooperation in the work environment is an important factor that can support the smooth execution of tasks and increase employee effectiveness. Therefore, it can be concluded that the division of employee tasks at the Prima Jaya Aek Nabara Spare Parts Store is quite clear, although in practice, coordination and cooperation among employees are still needed to support smooth store operations.

### Employee Responsibility Analysis

Responsibility is a crucial aspect of job performance. Based on research findings, each employee at the Prima Jaya Aek Nabara Spare Parts Store has different

responsibilities depending on their field of work. Sales employees are responsible for providing accurate information to customers, conducting transactions correctly, and maintaining customer satisfaction through excellent service. This responsibility is crucial because sales employees interact directly with customers, which can influence customer satisfaction with the store's service. Administrative employees are responsible for maintaining accurate transaction records and ensuring inventory and financial reports reflect actual conditions. Based on field notes, administrative employees have a higher workload at the end of the month because they must compile comprehensive reports. Meanwhile, warehouse employees are responsible for maintaining the tidiness and security of goods and ensuring that goods are always available when needed by customers. This responsibility is crucial because the availability of goods is one of the factors that determine the smoothness of the sales process. According to Hasibuan, work responsibility is an employee's obligation to carry out the work assigned to them to the best of their ability and to be willing to take risks for the results. Meanwhile, Mangkunegara stated that employees with a strong sense of responsibility will strive to complete their work well and maintain the quality of the results.

Based on the research results, it was found that, in general, employees at the Prima Jaya Aek Nabara Spare Parts Store demonstrated a responsible attitude in carrying out their work, although some obstacles remained, such as a lack of accuracy in recording and managing inventory.

### **Comparison with Previous Research**

The results of this study are similar to several previous studies, which stated that the division of tasks and responsibilities among employees is an important factor in increasing organizational effectiveness. Previous research has shown that clarity of job duties can help employees understand their roles within the organization, allowing for more focused work. Furthermore, job responsibilities also play a role in improving the quality of customer service. This study found that despite the division of tasks, employees still need to work together when faced with certain conditions, such as an increase in the number of customers. This indicates that in addition to a clear division of tasks, cooperation between employees is also a crucial factor in supporting smooth business operations.

Based on the research findings, it can be seen that each division at the Prima Jaya Sparepart Store has clear main duties in accordance with their respective job descriptions. This aligns with Sutrisno's (2021) opinion, which states that tasks are obligations that must be carried out by employees as a manifestation of their work functions.

Sales staff performed their service duties effectively, administrative staff meticulously managed records, and warehouse staff maintained orderliness and stock availability. This clear division of duties contributed to the smooth running of daily store operations.

However, this study also found overlapping duties between divisions during busy store hours. This phenomenon demonstrates that, in practice, role flexibility is crucial for maintaining smooth service. This aligns with Wibowo's (2022) opinion, which states that responsibility extends beyond with the execution of tasks, but also reflects individual commitment to ensuring the job is done well. The warehouse employees' initiative to assist

with sales during busy store hours demonstrates collective responsibility for the smooth operation of the store.

Obstacles encountered, such as lack of accuracy, incomplete data, and difficulties in organizing the warehouse, indicate the need for work system improvements. This aligns with the findings of Ernawatiningsih & Jaya (2024) that improving understanding of duties and responsibilities can improve service quality and spare parts management.

Proposed improvement strategies, such as creating clearer SOPs, a more explicit division of tasks, and a more organized inventory system, are appropriate steps to address these challenges. As Anggraeni (2024) points out, clear job descriptions can clarify employee rights, authorities, and responsibilities, thereby impacting organizational performance.

## CONCLUSION

Based on the research results and discussion regarding the analysis of employee duties and responsibilities at the Prima Jaya Aek Nabara Spare Parts Store, it can be concluded that each division has clear core duties: sales employees are responsible for serving customers, picking up goods, conducting transactions, and providing spare part recommendations; administration employees are responsible for recording incoming and outgoing goods, preparing daily reports, managing cash flow, and inputting stock data; warehouse employees are responsible for organizing and organizing inventory, checking incoming goods, and maintaining the cleanliness and tidiness of the warehouse. Employee responsibility is reflected in honesty in managing transactions, accuracy in record keeping, initiative in helping during busy times, and willingness to correct errors.

However, challenges exist, such as a lack of accuracy, incomplete data between departments, difficulty organizing the warehouse, and overlapping tasks during busy times, which temporarily neglect the primary duties of warehouse employees. Proposed improvement strategies include creating clearer SOPs, a more stringent division of tasks, and implementing a more organized and integrated inventory system.

## Suggestions

Based on these conclusions, the following recommendations for the Prima Jaya Aek Nabara Spare Parts Store are to immediately develop and disseminate written Standard Operating Procedures (SOPs) specifically for each division to minimize overlapping tasks, especially during peak hours. Furthermore, the store is advised to transition from manual record-keeping to an integrated digital inventory system to improve the accuracy of stock data between administration and the warehouse, and to reorganize inventory layouts using clear labels to facilitate parts retrieval. Finally, regular performance evaluations are needed to improve employee accuracy and provide brief training on prioritization to ensure quality responsibilities within each department are maintained without neglecting teamwork initiatives. Based on the above conclusions, it is recommended that the management of the Prima Jaya Aek Nabara Spare Parts Store develop more detailed written job descriptions and disseminate them to all employees, as well as establish a record-keeping system..

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