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**PERFORMANCE EVALUATION OF SAMSAT OFFICE EMPLOYEES IN  
MOTOR VEHICLE TITLE TRANSFER FEE SERVICES AT THE  
RANTAUPRAPAT SAMSAT OFFICE**



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**Abstract**

This research aims to determine the performance of employees at SAMSAT in the Motor Vehicle Transfer of Title Fee Service at the SAMSAT Rantauprapat Office and to find out the relationship and contribution of each factor that influences the Performance of Employees in the Motor Vehicle Transfer of Title Fee Service at the SAMSAT Rantauprapat Office. The method in this research is a quantitative method. In this research, the population used is people who process motor vehicle transfer fees at the Rantauprapat SAMSAT office. The data analysis method used was multiple linear regression analysis, and hypothesis testing (partial test, simultaneous test, and coefficient of determination). Based on the results of the t-test, it is known that four of the five service quality indicators have a positive and significant effect on the quality of BBN-KB performance at the Rantauprapat SAMSAT Office. The service quality indicator that has no partial effect is the Empathy indicator. Based on the F test, it is concluded that Tangible, Reliability, Responsiveness, Assurance and Empathy simultaneously have a positive and significant effect on the Quality of BBN-KB Services at the Rantauprapat SAMSAT Office in terms of Sig < 0.05 and based on the calculated F value of 77,894 > from F table 2.31, Tangible, Reliability, Responsiveness, Assurance and Empathy simultaneously have a positive and significant effect on the Quality of BBN-KB Performance at the Rantauprapat SAMSAT Office. Based on the Adjusted R-Square of 0.795, the contribution value of the simultaneous influence of Reliability, Tangible, Responsiveness, Empathy, and Assurance on the Quality of BBN-KB Services is 79.5% and the remaining 20.5% is influenced by other factors outside of this research.

**Keywords:** Employee Performance, Service Quality, SAMSAT, BBN-KB

## INTRODUCTION

Human Resources (HR) are the main factor in an agency or company. Human resources play an important role because humans are the driving force of a business. Achieving an organization's vision and mission depends on the human resources it has. Every agency always wants and tries to achieve high productivity and quality while minimizing resource consumption. To meet these expectations, all agencies continue to strive to improve the quality of the resources they have (Simanjorang et al., 2021). In this era of globalization, government policies give rise to technology-based talent build-up to improve performance so that goals can be achieved effectively and efficiently. In an effort to assess the quality of existing Human Resources (HR), it is necessary to carry out work evaluations at each agency.

Performance evaluation in public institutions plays an important role in employee growth and productivity. In principle, performance evaluation is a form of employee performance evaluation. Employee performance assessment provides an overview of the condition of an agency and the human resources in that agency (Nahrudin, 2018).

Employee performance (AR Sakir, 2021) is an achievement made by an employee at work based on the conditions determined by the place where the employee works and the employee's ability to carry out appropriate work based on predetermined or planned goals. Carrying out a job in accordance with the planned objectives shows an increase in the employee's performance at work. On the other hand, a mismatch in work implementation with the set goals shows that employee performance has not been effective.

Employee performance is influenced by several factors such as salary, incentives, bonuses, promotions and so on which can influence employee performance. By providing factors like the ones above, it can increase employee income, thereby increasing job satisfaction and influencing employee performance (Rizky & Ardian, 2019). Good leadership factors can have an influence on employee performance. Work discipline factor, the more disciplined an employee is in working, the employee's performance can increase and achieve maximum results, Work ability factor, the effectiveness of a job is determined by the employee's adequate work ability according to his/her field, Work motivation factor, when working, motivation is needed to be able to complete the work well, working

condition factors, employee performance will look effective if the working conditions are good and conducive. A conducive work environment creates job satisfaction because employees can work comfortably so that performance increases (Simanjorang, 2019), and collaboration factors, good cooperation between each worker or employee will influence employee performance and provide good work results and achieve the goals of the agency (Niati et al., 2021).

Employee performance can also be evaluated based on the quality of service from the employee. This performance evaluation based on service quality is specifically for agencies operating in the service sector, in this case such as the Rantauprapat Single Roof Administration System (SAMSAT) in Motor Vehicle Title Transfer Fee Services. SAMSAT is an administrative system formed to speed up and advance public services operating in one building. SAMSAT is a collaboration between the Indonesian National Police, the Provincial Revenue Service and PT Jasa Raharja (Persero). In this case, the Police (POLRI) is tasked with issuing STNK, the Directorate General of Taxes determines the amount of PKB and BBN-KB, and PT Jasa Raharja manages mandatory contributions to road traffic accident funds. The following is data on the number of BBN – KB on SAMSAT Rantauprapat:

**Table 1.**  
**BBN-KB Data**

No.	January-December 2021	Number of BBN-KB
1	January	151
2	February	135
3	March	195
4	April	158
5	May	121
6	June	199
7	July	197
8	August	184
9	September	195
10	October	259
11	November	641

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12	December	894
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Service quality is guided by the level of perfection of service in meeting people's needs and demands for services (Tanjung et al., 2021), (Pakurár et al., 2019). So, what is defined as service quality is what represents the level of service perfection to create a sense of satisfaction among the public regarding BBN-KB services. Service quality is influenced by several factors such as tangible, reliability, responsiveness, assurance and empathy (Andrianto & Santoso, 2019).

Based on the description above, this research aims to determine the performance of BBN-KB service officers at SAMSAT Rantauprapat and determine the relationship and contribution of each factor that influences the performance of SAMSAT Office Employees in Motor Vehicle Title Transfer Fee Services. The target of this research is to look at the quality of service and the variables that are the main influence on the Motor Vehicle Transfer of Title Fee (BBN-KB) service at the SAMSAT Rantauprapat office.

## **REVIEW OF LITERATURE**

### **Employee Performance**

According to Kotler in (Andrianto & Santoso, 2019), employee performance is an achievement made by an employee at work based on the conditions determined by the place where the employee works and the employee's ability to carry out appropriate work based on predetermined or planned goals.

### **Service Quality**

According to Kotler and Keller in (Yayat, 2017), service quality is the level of excellence that is expected to meet customer needs and control that level of excellence. Service quality reflects a consumer's assessment of the service received at a particular point in time (Winarno et al., 2020). Service quality can be seen in several factors such as:

a. **Tangibles**

It is an aspect of service quality that is enjoyed, felt and appreciated by the community. The splendor of the building, cleanliness of the office, orderliness of the office and

staff, comfort of the office, and sophisticated equipment are examples of concrete aspects of tangible service quality.

b. Reliability

It is the agency's ability to provide services to the community.

c. Responsiveness

Responsiveness means the reaction or alertness of employees in helping the community and providing fast service, as well as the speed of employees in processing employee alertness and transactions in serving the community.

d. Assurance

Employee knowledge, ethics and ability to build trust. This aspect can be especially important for services that require a relatively high level of trust that is considered safe and secure by the public.

e. Empathy

It is caring and attentive to the community in providing services. The essence of the empathy aspect is to show the community through services that their needs can be met (Yayat, 2017).

## RESEARCH METHOD

Population is a group of elements that contain objects, people, transactions and events that are interesting to study in research (Legionosuko et al., 2019). In this research, the population is people who carry out BBN-KB processing at the SAMSAT Rantauprapat office. In this research, the number of samples used was 100 people who processed BBN-KB at the Rantauprapat SAMSAT office based on the Wibisono formula in (Simanjorang, 2020).

$$N = \left[ \frac{((Z_{\alpha/2}) \cdot \sigma)}{e} \right]^2$$
$$N = \left[ \frac{(1,96 \cdot 0,25)}{5\%} \right]^2$$

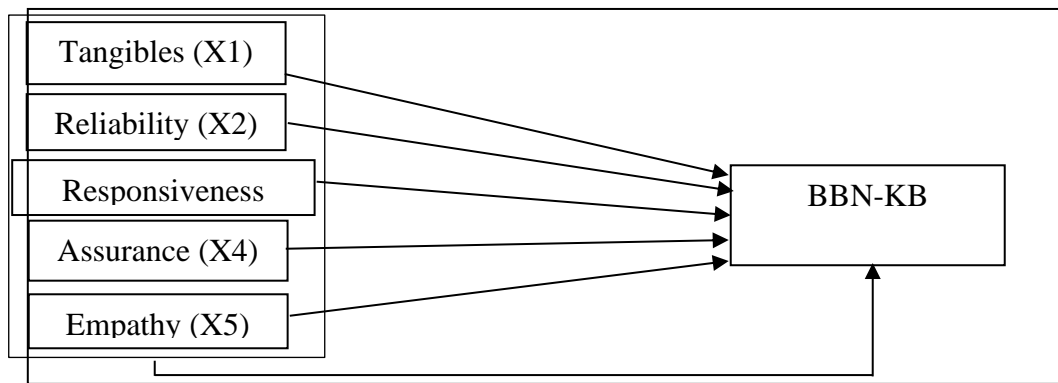
N = 96,04 dibulatkan 100

The method for taking samples for this research uses Accidental Sampling, which is a sample by chance. This method is part of Non Probability Sampling, that is, there are no specific criteria for sampling so that all samples have the same chance (Amri et al., 2019).

In carrying out this research, the activities carried out included conducting an exploration of BBN-KB services at the SAMSAT Rantauprapat office by analyzing existing problems, collecting data, then processing and analyzing the data, and finally concluding the results of the data analysis that had been carried out. The data analysis method used is multiple linear regression analysis and hypothesis testing (partial test, simultaneous test and coefficient of determination).

### Hypothesis Development

In evaluating the performance of employees at the Rantauprapat SAMSAT office in the Motor Vehicle Transfer of Title Fee service, it can be described using the following conceptual framework:



**Figure 1.**  
**Conceptual Framework**

Information:

- H1 : Tangibles have a positive and significant effect on Performance Quality of BBN-KB
- H2 : Reliability has a positive and significant effect on quality of BBN-KB performance
- H3 : Responsiveness has a positive and significant effect on quality of BBN-KB performance
- H4 : Assurance has a positive and significant effect on quality of BBN-KB performance
- H5 : Empathy has a positive and significant effect on quality of BBN-KB performance

H6 : Tangible, Reliability, Responsiveness, Assurance and Empathy, Simultaneously, has a positive and significant effect on quality of BBN-KB performance

## RESULTS AND DISCUSSION

### Validity Test

This test is useful to find out whether the data processed is valid. The following are the results of the validity test carried out by the author:

**Table 1.**  
**X1 Validity Test**

Indicator	r-count	r-table	Information
x1.1	0.598166	0.1654	Valid
x1.2	0.491603	0.1654	Valid
x1.3	0.725234	0.1654	Valid
x1.4	0.717542	0.1654	Valid

Based on the smaller r-table value, it can be concluded that the overall data X1 is valid.

**Table 2.**  
**X2 Validity Test**

Indicator	r-count	r-table	Information
x2.1	0.549649	0.1654	valid
x2.2	0.751063	0.1654	valid
x2.3	0.569964	0.1654	valid
x2.4	0.574425	0.1654	valid

Based on the smaller r-table value, it can be concluded that the overall data X2 is valid.

**Table 3.**  
**X3 Validity Test**

Indicator	r-count	r-table	Information
x3.1	0.427771	0.1654	Valid
x3.2	0.574985	0.1654	Valid
x3.3	0.547928	0.1654	Valid
x3.4	0.582627	0.1654	Valid

Based on the smaller r-table value, it can be concluded that the overall data X3 is valid.

**Table 4.**  
**X4 Validity Test**

<b>Indicator</b>	<b>r-count</b>	<b>r-table</b>	<b>Information</b>
x4.1	0.491987	0.1654	Valid
x4.2	0.637336	0.1654	Valid
x4.3	0.366221	0.1654	Valid
x4.4	0.637968	0.1654	Valid
x4.5	0.662325	0.1654	Valid
x4.6	0.56845	0.1654	Valid

Based on the smaller r-table value, it can be concluded that the overall data X4 is valid.

**Table 5.**  
**X5 Validity Test**

<b>Indicator</b>	<b>r-count</b>	<b>r-table</b>	<b>Information</b>
x5.1	0.618004	0.1654	Valid
x5.2	0.689839	0.1654	Valid
x5.3	0.842766	0.1654	Valid
x5.4	0.621207	0.1654	Valid

Based on the smaller r-table value, it can be concluded that the overall data X5 is valid.

**Table 6.**  
**Y Validity Test**

<b>Indicator</b>	<b>r-count</b>	<b>r-table</b>	<b>Information</b>
y1	0.330021	0.1654	Valid
y2	0.59672	0.1654	Valid
y3	0.423467	0.1654	Valid
y4	0.651167	0.1654	Valid
y5	0.456692	0.1654	Valid
y6	0.339366	0.1654	Valid
y7	0.573169	0.1654	Valid

Based on the smaller r-table value, it can be concluded that the overall data Y is valid.

## Reliability Test

**Table 7.**  
**Reliability Test Table**

Variable	Cronbach's Alpha	Information
Tangibles (X1)	0.744	Reliable
Reliability (X2)	0.722	Reliable
Responsiveness (X3)	0.701	Reliable
Assurance (X4)	0.719	Reliable
Empathy (X5)	0.774	Reliable
Performance Quality (Y)	0.711	Reliable

Judging from the results, the Alpha value is greater than 0.70, it can be concluded that the overall data is reliable.

## Hypothesis Test (t-test/partial test)

**Table 8.**  
**T test**  
**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,413	1,636		,252	,801
	Tangible (X1)	,292	,076	,206	3,858	,000
	Reliability (X2)	,810	,074	,579	10,978	,000
	Responsiveness (X3)	,405	,080	,276	5,071	,000
	Assurance (X4)	,176	,049	,200	3,552	,001
	Empathy (X5)	-.088	,050	-.085	-1,754	,083

a. Dependent Variable: BBNKB Performance Quality (Y)

Based on the results of the t test (partial), it is known:

- a. Sig value < 0.05 and tcount > ttable (1.985), then Tangible has a positive and significant effect on BBN-KB Performance Quality (H1 is accepted).

- b. Sig value  $< 0.05$  and tcount  $>$  ttable (1.985), then Reliability has a positive and significant effect on BBN-KB Performance Quality (H2 is accepted).
- c. Sig value  $< 0.05$  and tcount  $>$  ttable (1.985), then Responsiveness has a positive and significant effect on BBN-KB Performance Quality (H3 is accepted).
- d. Sig value  $< 0.05$  and t count  $>$  t table (1.985), then Assurance has a positive and significant effect on BBN-KB Performance Quality (H4 is accepted)
- e. Sig value  $> 0.05$  and tcount  $<$  t table (1.985), then Empaty does not have a positive and significant effect on BBN-KB Performance Quality (H5 is rejected).

### Multiple Linear Regression Analysis

In predicting and measuring the value of the influence of one variable (independent/predictor) on another variable (independent/dependent/response), a regression test can be used. Multiple linear regression analysis is linear regression to analyze the magnitude of the relationship and influence of more than two independent variables. . Multiple linear regression analysis is used to test the influence of one or more independent variables on the dependent variable, the following Multiple Linear Regression equation based on table 8 (Coefficients) is as follows:

$$Y = (0.413) + 0.292$$

Based on this equation, it is known:

- a.  $X_1 = 0.292$ , which means that if  $X_1$  increases by one unit,  $Y$  will increase by 29.2%.
- b.  $X_2 = 0.810$ , which means that if  $X_2$  increases by one unit,  $Y$  will increase by 81%.
- c.  $X_3 = 0.405$ , which means that if  $X_3$  increases by one unit,  $Y$  will increase by 40.5%.
- d.  $X_4 = 0.176$ , which means that if  $X_4$  increases by one unit,  $Y$  will increase by 17.6%.
- e.  $X_5 = -0.088$ , which means that if  $X_5$  increases by one unit,  $Y$  will decrease by 8.8%.

**Hypothesis Test (F-Test/ Simultaneous Test)**

**Table 9.**  
**F test**  
**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	387,996	5	77,599	77,894	,000b
	Residual	93,644	94	,996		
	Total	481,640	99			

a. Dependent Variable: BBNKB Performance Quality (Y)

b. Predictors: (Constant), Empathy (X5), Assurance (X4), Reliability (X2), Tangible (X1), Responsiveness (X3)

Judging from the results of these simultaneous tests, it can be seen that, Reliability, Tangible, Responsiveness, Empathy, and Assurance simultaneously have a positive and significant effect on the Quality of BBN-KB Performance in terms of the Sig value < 0.05. Based on the results of the F test, Reliability, Tangible, Responsiveness, Empathy, and Assurance simultaneously have a positive and significant effect on BBN-KB Performance Quality in terms of the calculated F value of 77,894 > from F table 2.31.

**Variable Contribution (Determinant Coefficient)**

**Table 10.**  
**Summary Model**  
**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.898a	,806	,795	,998

a. Predictors: (Constant), Empathy (X5), Assurance (X4), Reliability (X2), Tangible (X1), Responsiveness (X3)

b. Dependent Variable: BBNKB Performance Quality (Y)

Based on the Adjusted R-Square of 0.795, the contribution value of the simultaneous influence of Reliability, Tangible, Responsiveness, Empathy and Assurance on BBN-KB Service Quality is 79.5% and the remaining 20.5% is influenced by other factors outside of this research.

Based on the results of calculations carried out using the SPSS application, it is known that the influence of the independent variable on the dependent variable, it is known that the variables Tangible, Reliability, Responsiveness, Assurance influence BBN-KB Performance Quality partially (by themselves).

Based on the Sig value for the Tangible variable which is smaller than 0.05 and tcount is greater than ttable (1.985), then Tangible has a positive and significant effect on the Quality of SAMSAT Employee Performance in BBN-KB services, this means that the community feels that the quality of service is enjoyed and experienced as well as office cleanliness, office and staff orderliness, office comfort, and existing sophisticated equipment.

Based on the Sig value for the Reliability variable which is smaller than 0.05 and tcount is greater than t table (1.985), then Reliability has a positive and significant effect on the Quality of Performance of SAMSAT Employees in BBN-KB services so that it can be interpreted as the ability of SAMSAT agencies in providing services to the community considered good by society.

Based on the Sig value for the Responsiveness variable which is smaller than 0.05 and tcount is greater than ttable (1.985), Responsiveness has a positive and significant effect on the Quality of SAMSAT Employee Performance in BBN-KB services, which can be interpreted as responsiveness which means the reaction or alertness of employees in helping community and provide fast service, as well as the speed of employees in processing employee awareness and transactions in serving the community is good

Based on the Sig value for the Assurance variable being smaller than 0.05 and tcount being greater than ttable (1.985), then Assurance has a positive and significant effect on BBN-KB Performance Quality, which means employee knowledge, ethics and ability to build public trust are good. Meanwhile, the Empaty variable does not have a partial (alone) effect on BBN-KB's Performance Quality, which means that care and concern for the community in providing services is still not good.

Based on the results of the F test, it is known that the five independent variables have an influence on the dependent variable as seen from the Sig value being smaller than 0.05 and the calculated F value being greater than the F table value.

Based on the results of Multiple Linear Regression, the equation  $Y = (0.413) + 0.292 X_1 + 0.810 X_2 + 0.405 X_3 + 0.176 X_4 - 0.088 X_5$  Where  $X_1 = 0.292$ , which means that if  $X_1$  increases by one unit,  $Y$  will increase by 29.2%.  $X_2 = 0.810$ , which means that if  $X_2$  experiences an increase of one unit then  $Y$  will experience an increase of 81%.  $X_4 = 0.176$ , which means that if  $X_4$  increases by one unit,  $Y$  will increase by 17.6% and  $X_5 = (-0.088)$ , which means that if  $X_5$  increases by one unit,  $Y$  will decrease by 8.8%.

## CONCLUSION

Based on the results of research conducted on the Performance Evaluation of SAMSAT Office Employees in Motor Vehicle Title Transfer Fee Services at the Rantauprapat SAMSAT Office, the authors conclude that:

1. Multiple Linear Regression Equation  $Y = (0.413) + 0.292 X_1 + 0.810 X_2 + 0.405 X_3 + 0.176 X_4 - 0.088 X_5$ , 29.2%  $X_1$ , 81%  $X_2$ , 40.5%  $X_3$  and 17.6%  $X_4$
2. Tangible, Reliability, Responsiveness, Assurance influence BBN-KB's Performance Quality partially (by themselves) as seen from the comparison of the Sig value which is smaller than 0.05 and the tcount value is greater than ttable, while the Empathy variable has no partial (by itself) influence on Performance Quality BBN-KB
3. Then it was concluded that Reliability, Tangible, Responsiveness, Empathy and Assurance simultaneously had a positive and significant effect on the Quality of BBN-KB Services at the Rantauprapat SAMSAT Office in terms of  $\text{Sig} < 0.05$ . Based on the results of the F test, Reliability, Tangible, Responsiveness, Empathy, and Assurance simultaneously have a positive and significant effect on BBN-KB Performance Quality in terms of the calculated F value of 77,894 > from F table 2.31. Based on the Adjusted R-Square of 0.795, the contribution value of the simultaneous influence of Reliability, Tangible, Responsiveness, Empathy and Assurance on BBN-KB Service Quality is 79.5% and the remaining 20.5% is influenced by other factors outside of this research.

Based on the results and discussion, the authors provide several suggestions that can help and can be a reference in improving the quality-of-service performance regarding BBN-KB management at SAMSAT Rantauprapat. The suggestions are as follows:

1. It is hoped that Tangible, Reliability, Responsiveness, Assurance in services to the community who carry out BBN-KB processing at SAMSAT Rantauprapat can be maintained.
2. It is hoped that in the future the sense of empathy will be further enhanced towards the people who carry out BBN-KB processing at SAMSAT Rantauprapat.
3. It is hoped that the results of the research in the Evaluation of the Performance of SAMSAT Office Employees in Motor Vehicle Title Transfer Fee Services can be used as a reference and further developed for further research at SAMSAT Rantauprapat.

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