

Models For Developing The Ability to Increasing Job Performance Of Employees In Inspection Service At Regional Laboratories For Testing And Quality Certification - Tobacco Institution Of Jember.

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ABSTRACT

Implementation of good governance requires support of Human Resources (HR) that has ability to work. Ability to work is capability dimension of skills and knowledge, used employees to do a good job. The study aimed to identify and to analyze the individual characteristics, leadership and institutional support and to formulate the strategies to improve the ability of employees in service quality certification in Regional Laboratories for Testing and Quality Certification - Tobacco Institution of Jember. The study was conducted in June until August 2015. The method used in the study was explanatory research. Method of data collection was using interviews with questionnaires. Thirty one respondents of employees UPT PSMB - LT Jember were selected by complete anumeration method. The relationships between the study variables and the empirical model used path analysis with SPSS 20. The results showed that individual characteristics, leadership and institutional support provide a positive and significant influence to support the ability of employees with individual characteristic has the biggest coefficients. The strategies of increasing the ability of employees are conducted by improving personal characteristics, organizing of competency-based training, improving leadership styles and establishing effective communication with two-way communication system.

Keywords: Ability, Individual Characteristics, Institutional, Leadership, Performance.