ABSTRACT

CREATING THE JOB ANALYSIS AND WORKLOAD ANALYSIS AT THE PUBLIC APPRAISAL SERVICES OFFICE (KJPP) OF FIRMAN AZIS AND PARTNERS IN MAKASSAR CITY

Nur Aulia Putri Baharuddin[1] dan Muttaqin[2]

Politeknik STIA LAN Makassar

Nurauliaputri0203@gmail.com, *muttaqin@stialanmakassar.ac.id*

This study aims to create a job analysis and workload analysis to support Human Resource (HR) management at the Public Appraisal Services Office (KJPP) of Firman Azis & Partners in Makassar City. This study was motivated by the absence of detailed job information and a lack of systematic workload measurement for each position, resulting in the absence of an objective basis for task allocation and employee needs planning.

This study employed an applied research design and a qualitative approach. Data were collected through interviews, observations, and documentation.

The results show that the job analysis development produced clearer and more systematic information regarding job duties, work outputs, responsibilities, authorities, working relationships, job skills, working conditions, occupational hazards, work performance, and job requirements. Workload analysis was conducted using the Full-Time Equivalent (FTE) method based on work frequency, task completion time, and effective working time. The calculation results showed FTE values of 1.183 for the Branch Manager, 1.114 for the Appraisal Technician, 1.249 for the Review Technician, 1.891 for the Research position, 1.109 for Administration and Finance, and 0.963 for Cleaning Service. The comparison between the existing workforce and the required number of employees indicates that the Research position has a shortage of one employee, while the other positions are adequately staffed according to organizational needs. This study demonstrates that job analysis and workload analysis can support HR management, particularly in employee needs planning, task allocation, employee placement, and workload distribution.

Keywords : Job Analysis, Workload Analysis, Full-Time Equivalent (FTE), Human Resource Management, Employee Needs.

Translated by:

The AgencyES
Language Institute
File No.: 844-S1-126070