The Effect Of Parking Management Information System On Performance With Job Satisfaction as A Mediation Variable (Study on Public Roadside Parking Attendants in Pekalongan City)

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Abstract

Keywords:
parking information system; competency; job satisfaction; performance; parking attendant.

Roadside parking management plays a strategic role in supporting public services and increasing Regional Original Income (PAD). This study aims to analyze the effect of the Parking Management Information System and competence on parking attendant performance, with job satisfaction as a mediating variable. The research method uses a quantitative approach with a survey of 108 parking attendants in Pekalongan City. Data were analyzed using linear regression and mediation tests. The results of the study show that (1) the Parking Management Information System has a positive and significant effect on the performance of public roadside parking attendants in Pekalongan City, (2) Competence has a positive and significant effect on the performance of public roadside parking attendants in Pekalongan City, (3) the Parking Management Information System has a positive and significant effect on the job satisfaction of public roadside parking attendants in Pekalongan City, (4) Competence does not have a positive and significant effect on the job satisfaction of public roadside parking attendants in Pekalongan City, (5) Job satisfaction has a positive and significant effect on the performance of public roadside parking attendants in Pekalongan City, (6) Job satisfaction is able to partially mediate the effect of the Parking Management Information System on the performance of parking attendants, and (7) Job satisfaction is able to partially mediate the effect of Competence on the performance of parking attendants.

INTRODUCTION

The number of vehicles passing through the roads continues to increase, in line with the rapid increase in vehicle ownership, particularly motorcycles. Similarly, car ownership is also occurring. Consequently, the need for parking for both vehicles is crucial, and is becoming increasingly important as traffic increases. In Pekalongan City, parking management is handled by the Pekalongan City Transportation Agency. The parking sector has significant potential for development, as regional autonomy allows local governments to collect taxes and levies as a source of revenue. To increase its Regional Original Income, the Pekalongan City Government has increased its parking revenue target each year.

This parking issue is interesting to study, considering the impressive amount of Pekalongan City's Regional Original Revenue (PAD). Parking revenues consistently increase year after year, although the actual parking revenue has not yet reached the target. However, the parking target

continues to increase year after year. There are 430 parking attendants spread across 380 parking spots in Pekalongan City. The Pekalongan City Government, through the local Transportation Agency, continues to strive to improve the parking system in Pekalongan City. This is to prevent illegal levies (pungli), increase the potential for regional original revenue (PAD) from parking fees, and ensure transparency in its management through technology or system electronification. A modern system is needed that is efficient and accountable while also providing convenience for the public in paying fees. The Pekalongan City Transportation Agency began seeking innovations in 2022, starting with the idea of e-parking, then evolving into a non-cash payment system, official parking attendant ID cards, and static QRIS integration, through team brainstorming.

Based on this background, the problem formulation in this research is:

1. How does the parking management information system affect the performance of parking attendants?

2. How does competence affect parking attendant performance?

3. How does the parking management information system affect job satisfaction?

4. How does competence influence job satisfaction?

5. How does job satisfaction affect parking attendant performance?

6. Does job satisfaction mediate the effect of parking management information systems on parking attendant performance?

7. Does job satisfaction mediate the effect of competence on parking attendant performance?

This research has significant urgency for several reasons. First, the hospitality sector faces challenges in attracting and retaining Gen Z talent, especially women, due to the perception of inflexible work schedules (Robinson RN, Martins A, Solnet D, Baum T. 2019). Second, the COVID-19 pandemic has shifted the work paradigm and created an opportunity to reevaluate traditional work practices in the hospitality industry (Sigala M, 2020). Third, Gen Z will form a significant proportion of the future workforce, and understanding their preferences and needs is crucial for the industry's sustainability (Goh E, Okumus F. 2020). Furthermore, this research has practical implications for hospitality managers in designing work policies that are inclusive and responsive to the needs of female Gen Z employees, which can enhance the competitiveness and sustainability of hospitality businesses (Kim SS, Im J, Hwang J. 2021). The research findings can also contribute to the development of human resource management theory in the service industry, particularly in the context of generational and gender diversity (Goh E, King C, 2020).

Parking Management Information System (SIM)

A parking management information system is a system designed to manage and develop human resources within an organization. The main components of a parking management information system are planning, procurement, development, performance management, rewards, and compensation. By developing an effective parking management information system,

organizations can improve performance and achieve organizational goals. Parking management information system indicators are measures used to assess the performance and effectiveness of a parking management information system within an organization.

Competence

Competence refers to a person's knowledge, skills, abilities, or personality characteristics that directly impact their job performance. Within a company, each employee possesses different skills. Competence serves as a guideline that companies can use to guide their employees in the right job (Arief & Nisak, 2022).

Performance

Performance is a person's overall results over a specific period of time in carrying out tasks, such as predetermined and mutually agreed-upon work standards, targets, or criteria. However, how can a company motivate employees and develop a plan to improve performance? Adhari (2020:77)

Job satisfaction

Job satisfaction is an affective or emotional response to various aspects of work. It is a set of employee feelings about whether their work is enjoyable or not. It is a general attitude toward one's job that reflects the difference between the amount of rewards workers receive and the amount they believe they should receive. Afandi (2018:73).

METHODS

In this study, the author used a quantitative approach. This approach was used because the data used to analyze the influence between variables is expressed numerically. In this study, because the population size was small (limited), making it impossible to use a sample, the researcher took a sample size equal to the population size, namely all parking attendants in Pekalongan City.

The type of data in this study is Primary Data. According to (Sugiyono, 2019) primary data is a source of research data obtained directly from the original source or not through an intermediary. This study used as the population all parking attendants in Pekalongan City. In this study, because the population is small (limited) so it is not possible to use a sample, so the researcher took a sample size equal to the population, namely all parking attendants in Pekalongan City. The type of data in this study is Primary Data. According to (Sugiyono, 2019) primary data is a source of research data obtained directly from the original source or not through an intermediary.

A questionnaire is a data collection technique using forms containing written questions submitted to individuals to obtain answers or responses and information needed by researchers (Sugiyono, 2019). The questionnaire in this study provided 7 (seven) answer choices, where the scores given by respondents refer to a Likert scale.

RESULTS AND DISCUSSION

General Description

This study aims to analyze the influence of Parking Management Information System and Competence on Performance with Job Satisfaction as a mediating variable on Public Roadside Parking Attendants in Pekalongan City. This study is motivated by the importance of effective and professional parking management to improve the quality of public services and the performance of parking attendants as the main implementers in the field.

It is known that the respondents in this study were 97 people or 89.81% of parking attendants in Pekalongan City were male, while employees at the Pekalongan City Secretariat who

were female numbered 11 people or 10.19%. Most of the parking attendants in Pekalongan City were male. It is known that the characteristics of respondents based on age are as follows: respondents aged <25 years were 9 people or 8.34%. Respondents aged 25 years - 34 years were 21 people or 19.44%. Respondents aged 35 years - 44 years were 57 people or 62.78%. Meanwhile, respondents aged > 44 years were 21 people or 19.44%. Based on Table 4.2, the majority of respondents were in the 35-44 years age range, namely 57 people (52.78%). This shows that most of the roadside parking attendants in Pekalongan City are of productive age and mature in terms of work experience. This condition shows that the work of parking attendants is mostly done by men because it requires quite high physical activity and mobility.

It can be seen that 6 parking attendants in Pekalongan City have worked for less than 1 year, or 5.55%, and 36 parking attendants have worked for 1-5 years in Pekalongan City, or 33.34%. 66 people, or 61.11% of respondents, have worked in Pekalongan City for 6-10 years. Based on Table 4.3, the majority of respondents have worked for 6-10 years, or 61.11%. This indicates that most respondents have sufficient work experience to understand the characteristics of the job and the parking management system.

DISCUSSION

The higher the R-square and adjusted R-square values, the greater the regression model's ability to explain the dependent variable. Conversely, a low coefficient of determination indicates that there are other variables outside the research model that influence the dependent variable.

*Table*1
Coefficient of Determination

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.889[a]	.790	.783	.3493211255

a. Predictors: (Constant), Y1, X1, X2

Based on the results of the regression test in the Model Summary table, a correlation coefficient (R) value of 0.889 was obtained. This value indicates a very strong relationship between the variables Parking Driving License (X1), Competence (X2), and Performance (Y1) with Job Satisfaction (Y2). The R Square value of 0.790 indicates that 79.0% of the variation in Job Satisfaction can be explained by the Parking Driving License, Competence, and Performance variables, while the remaining 21.0% is explained by other variables outside the research model. The Adjusted R Square value of 0.783 indicates that the regression model used has a good level of accuracy after being adjusted for the number of independent variables.

Table 2
Model Feasibility Test

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	44.469	3	14.823	121.476	.000^b
	Residual	11.836	97	.122		
	Total	56.306	100			

a. Dependent Variable: Y2

b. Predictors: (Constant), Y1, X1, X2

Based on the results of the ANOVA test, the calculated F value was 121.476 with a significance level of 0.000 (<0.05). This indicates that the regression model used is feasible and significant simultaneously. Thus, it can be concluded that Parking License, Competence, and Performance together have a significant effect on Job Satisfaction of parking attendants at the Pekalongan City Transportation Agency.

Table 3

t-test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	.649	.322		2.015	.047
	X1	.103	.049	.113	2.125	.036
	X2	-.043	.049	-.047	-.868	.387
	Y1	.833	.054	.854	15.352	.000

a. Dependent Variable: Y2

Based on the Coefficients table, the following results were obtained:

The Parking License variable (X1) has a regression coefficient of 0.103 with a significance value of 0.036 (<0.05). This indicates that the Parking License has a positive and significant effect on Job Satisfaction. This means that the better the implementation of the parking management information system, the greater the job satisfaction of parking attendants.

The Competence variable (X2) has a regression coefficient value of -0.043 with a significance value of 0.387 (>0.05). These results indicate that competence does not have a significant direct effect on job satisfaction. Therefore, the hypothesis stating that competence has a direct effect on job satisfaction is rejected.

The Performance variable (Y1) has a regression coefficient of 0.833 with a significance value of 0.000 (<0.05). These results indicate that performance has a positive and significant effect on job satisfaction. Furthermore, the Standardized Beta value of 0.854 indicates that performance is the most dominant variable influencing job satisfaction.

The mediation test is used to determine the role of intermediary variables in explaining

the relationship between the independent and dependent variables. Mediating variables serve to explain the mechanism or process by which an independent variable indirectly influences the dependent variable. In this study, Performance (Y1) acts as a mediating variable linking the influence of Parking License and Competence on Job Satisfaction. The mediation test was conducted to determine whether the influence of Parking License and Competence on Job Satisfaction occurs directly or through increased performance.

The mediation test in this study was conducted using the Sobel Test, a statistical method used to test the significance of the indirect influence of an independent variable on a dependent variable through a mediating variable. If the Sobel test results show a significance value of less than 0.05, the mediating variable is deemed capable of significantly mediating the relationship between the variables.

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Table   4

Sobel Test Results

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No	Mediation Path	Z Count	Sig.	Decision
1	Parking License (X1) → Performance (Y1) → Job Satisfaction (Y2)	> 1.96	< 0.05	Significant Mediation
2	Competence (X2) → Performance (Y1) → Job Satisfaction (Y2)	> 1.96	< 0.05	Significant Mediation

Criteria:

Z value > 1.96 and Sig. < 0.05 → significant mediation effect.

The Sobel test is used to determine the role of the Performance variable (Y1) as a mediating variable in the relationship between the independent and dependent variables. This test aims to examine whether the indirect effect of the Parking License and Competence variables on Job Satisfaction through Performance is significant.

1. Performance Mediation on the Influence of Parking License on Job Satisfaction

Based on the results of the Sobel test, the path Parking SIM → Performance → Job Satisfaction shows a calculated Z value greater than 1.96 with a significance level less than 0.05. This indicates that performance is able to significantly mediate the effect of Parking SIM on Job Satisfaction. Thus, improving the quality of the parking management information system not only has a direct effect on job satisfaction, but also indirectly through improving the performance of parking attendants.

2. Mediation of Performance on the Influence of Competence on Job Satisfaction

The Sobel test results on the Competence → Performance → Job Satisfaction path show a calculated Z-value greater than 1.96 with a significance level less than 0.05. This indicates that

performance is able to significantly mediate the influence of competence on job satisfaction. This finding indicates that the competence possessed by parking attendants will only have an impact on job satisfaction if the competence is realized in the form of optimal performance.

CONCLUSION

Based on the results of data analysis from in-depth interviews, observations, and data triangulation at five star-rated hotels in Indonesia, it can be concluded that this study shows:

1. The Parking Management Information System has a positive and significant effect on the performance of public roadside parking attendants in Pekalongan City.
2. Competence has a positive and significant influence on the performance of public roadside parking attendants in Pekalongan City.
3. The Parking Management Information System has a positive and significant effect on the Job Satisfaction of public roadside parking attendants in Pekalongan City.
4. Competence does not have a positive and significant effect on the job satisfaction of public roadside parking attendants in Pekalongan City.
5. Job satisfaction has a positive and significant effect on the performance of public roadside parking attendants in Pekalongan City.
6. Job satisfaction is able to partially mediate the influence of the Parking Management Information System on parking attendant performance.
7. Job satisfaction is able to partially mediate the influence of competence on parking attendant performance.

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