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THE INFLUENCE OF WORKING ORDERS, WORKING HOURS AND WORKING DAYS ON WORK TARGET ACHIEVEMENT BY TECHNICAL SERVICE (YANTEK) PERSONNEL USING THE VCC APPLICATION AT PT. PLN (PERSERO) ULP BELAWAN AND ULP LABUHAN

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Abstract

The achievement of work targets by YANTEK officers is an important aspect in supporting technical services at PT PLN (Persero). In its implementation, work target achievement can be influenced by various factors, including Working Order, Working Hours, and Working Days. Working Order serves as the basis for officers in carrying out their tasks, while the arrangement of working hours and working days is related to the time available to complete the assigned work. This study aims to analyze the effect of Working Order, Working Hours, and Working Days on the Work Target Achievement of YANTEK officers through the Virtual Command Center (VCC) application at PT PLN (Persero) ULP Belawan and ULP Labuhan. This study uses a quantitative approach with a causal associative method. Data collection was conducted by distributing questionnaires to YANTEK officers who participated as respondents. The data were analyzed using the SPSS program through multiple linear regression analysis, t-test, F-test, and coefficient of determination. The results showed that Working Order and Working Days had a positive and significant effect on Work Target Achievement, while Working Hours had a negative and significant effect on Work Target Achievement. Simultaneously, Working Order, Working Hours, and Working Days had a significant effect on the Work Target Achievement of YANTEK officers. This study is expected to provide input for PT PLN (Persero) in improving work management and the achievement of work targets by YANTEK officers.

Keywords: Working Order, Working Hours, Working Days, Work Target Achievement, Virtual Command Center, YANTEK

INTRODUCTION

Employee performance is a key factor in determining an organization's success in achieving its established targets. It reflects the extent to which employees are able to carry out their duties and responsibilities effectively. One factor that influences employee performance is a disproportionate workload, which can lead to a decline in performance—affecting either the quality or quantity of the work produced. Research conducted by Kurniawan and Aiputra (2024) indicates that a disproportionate workload has a significant negative impact, as an increase in workload tends to diminish employee performance. Furthermore, suboptimal performance is often influenced by an increased workload—frequently resulting from a rise in tasks without a corresponding increase in the workforce (Susilawati et al., 2025). This suggests that inadequate workload management can directly impact an organization's ability to meet its work targets. Working hours also represent a critical factor in achieving optimal employee performance; non-ideal work arrangements can lead to fatigue and reduced concentration when completing tasks. Conversely, effective work arrangements can enhance efficiency and productivity. In the same vein, the structuring of workdays plays a role in maintaining a balance between an employee's professional and personal life, which, in turn, influences the achievement of work targets.

At ULP Belawan and ULP Labuhan, YANTEK (Technical Service) personnel are responsible for handling various technical tasks in the field, such as network maintenance, troubleshooting, and customer service. The YANTEK team operates using a "Work Order" (WO) system—a task-assignment framework where specific jobs must be completed within a set timeframe. Each Work Order carries a completion target, making the achievement of these targets the primary indicator for evaluating the performance of YANTEK personnel. Real-time monitoring and control of these tasks are managed through the Virtual Command Center (VCC) application, which allows the

company to track the number of Work Orders received, the progress of ongoing tasks, and the extent to which each individual meets their assigned targets. However, there are indications that target achievement is not yet optimal, as there is a discrepancy between the established targets and the actual work carried out in the field. Several factors are believed to contribute to this situation, including the volume of Work Orders assigned to personnel, the structuring of work hours, and the distribution of workdays. An excessive number of Work Orders can increase the workload, potentially reducing the effectiveness of the personnel. Conversely, suboptimal scheduling of work hours can lead to fatigue, negatively impacting employee performance—particularly regarding exhaustion levels and work-life balance.

At PT PLN (Persero) ULP Belawan and ULP Labuhan, the level of target achievement fluctuated between January and March 2026. In January, out of a total of 40 YANTEK (technical service) personnel, 30 met their targets while 10 did not, resulting in a success rate of 75%. In February, performance improved: 38 personnel met their targets and only 2 did not, bringing the success rate to 95%. This upward trend continued into March, with 39 personnel meeting their targets and only 1 failing to do so, which raised the success rate to 97.5%. Although the success rate shows an upward trend from month to month, the data also indicates that some YANTEK (technical service) personnel have yet to meet their established work targets. This situation suggests that the achievement of work targets is not yet fully optimal, as there remains a gap between the number of personnel who successfully meet their targets and the total number of personnel on duty. This disparity points to various factors that may influence the successful attainment of work targets, such as the management of Work Orders (WO), the scheduling of working hours, and the work-day arrangements applied to the YANTEK personnel.

A Working Order (WO) serves as the operational basis for YANTEK (technical service) personnel to carry out their assigned tasks. For work to be completed effectively, a Working Order must entail a workload commensurate with the personnel's capacity, provide clear information and comprehensive work instructions, ensure equitable task distribution, establish appropriate priorities, and set realistic completion deadlines. However, a pre-survey conducted among YANTEK personnel at PT PLN (Persero) ULP Belawan and ULP Labuhan revealed several issues in these areas. Some personnel reported that the volume of Working Orders received does not align with their work capacity; the information and instructions provided are not always clear; task distribution is uneven; the prioritization of work does not effectively support operational efficiency; and meeting established completion deadlines remains a challenge. These conditions indicate that the management of Working Orders is not yet optimal, which may hinder YANTEK personnel from achieving their performance targets via the Virtual Command Center (VCC) application.

Working hours are a key factor influencing the ability of YANTEK (technical service) personnel to complete Work Orders (WOs) in accordance with established targets. Well-structured working hours should support effective task completion, maintain productivity, provide adequate rest periods, sustain focus, and optimize the execution of overtime when necessary. However, a pre-survey of YANTEK personnel at PT PLN (Persero) ULP Belawan and ULP Labuhan revealed several issues regarding working hours. These include indications that the current scheduling does not fully facilitate optimal task completion; working time is not being utilized with maximum effectiveness; long working hours may negatively impact productivity; available rest periods are insufficient for the personnel's needs; concentration tends to decline over the course of the workday; and overtime work has not consistently contributed to meeting performance targets. These conditions suggest that the management of working hours requires evaluation, as it likely affects the ability of YANTEK personnel to meet their performance targets—targets which are monitored via the Virtual Command Center (VCC) application.

Workdays are a key factor influencing the smooth execution of tasks by YANTEK (technical service) personnel in meeting established work targets. An effective workday structure should ideally balance workload with the time available for task completion, thereby sustaining personnel productivity. However, a pre-survey conducted among YANTEK personnel at PT PLN (Persero) ULP Belawan and ULP Labuhan revealed several issues regarding the current workday arrangement. These include indications that the existing number of workdays does not fully support the achievement of work targets; the workload remains perceived as quite high; and the intensity of tasks within a single workday affects the speed at which Working Orders (WOs) are completed. Furthermore, personnel struggle to maintain consistent productivity throughout each workday, and the current scheduling system does not adequately facilitate the completion of Working Orders. These conditions suggest that the effectiveness of the workday structure requires improvement, as it likely impacts the ability of YANTEK personnel to meet their work targets—targets which are monitored via the Virtual Command Center (VCC) application.

Achieving work targets is one of the main indicators used by PT PLN (Persero) in assessing the performance of YANTEK officers through the Virtual Command Center (VCC) application. Achievement of this target is not

only measured by the amount of work successfully completed, but also includes the officer's ability to meet work completion targets, ease of monitoring via the VCC application, timeliness of completion of Working Orders (WO), objective performance measurement, effectiveness of application use, consistency in achieving targets, quality of work results, and conformity of work results with standards set by the company. However, based on the results of a pre-survey of YANTEK officers at PT PLN (Persero) ULP Belawan and ULP Labuhan, various obstacles were still found in these aspects. Several officers indicated that achieving work targets was not optimal, the monitoring process through the VCC application did not fully support work implementation, completion of Working Orders (WO) could not always be carried out on time, and the quality of work results and target achievement were not fully in accordance with company standards. This condition shows that achieving work targets for YANTEK officers still requires improvement, so research needs to be carried out to determine the factors that influence the achievement of work targets, especially Working Orders (WO), working hours and working days.

Based on the background information and the results of the operational pre-survey, several issues have been identified for this study:

1. Lack of Clarity in Information and Work Instructions on Working Orders (WO): The technical information and instructions provided in the Working Orders (WO) are considered confusing, incomplete, and difficult for field technical service (YANTEK) personnel to understand, which hinders the execution of tasks.
2. Inequity and Unfairness in Work Distribution: The system for allocating and distributing Working Orders (WO) among YANTEK personnel is perceived as uneven and unfair, leading to overlapping workloads among staff.
3. Excessive Workload (Overload): The number of Working Orders (WO) assigned to personnel each day is too high, exceeding both the available time and the actual capacity to complete the work in the field.
4. Inadequate Working Hour Regulations and Insufficient Rest Periods: Current working hour arrangements do not support optimal task completion, and the allocated rest time is minimal, leading to physical exhaustion among workers.
5. Reduced Concentration Due to Fatigue (Burnout): Long and intensive working hours cause YANTEK personnel to lose focus and struggle to maintain concentration throughout their shifts.
6. Ineffectiveness of Overtime Policies: The policy regarding overtime is considered ineffective and fails to contribute positively toward achieving targets or completing remaining tasks.
7. Poor Work Scheduling System: The current work scheduling pattern is overly intensive and inflexible, which undermines consistent daily productivity and hinders the completion of assigned targets.
8. Dysfunction and Obstacles in the Digitalization System (VCC Application): The implementation of the VCC application as a work tool has failed to streamline operations; its complex system complicates the monitoring process and, in fact, hinders the timely completion of tasks.

LITERATURE REVIEW

Work Target Achievement

According to Mangkunegara (2021), the achievement of targets represents a quantitative manifestation of an employee's dedication toward key indicators mandated by the company over a specific period. According to Rivai (2020), the achievement of targets reflects the alignment between actual field output and the minimum performance standards established within a work unit's strategic plan.

Working Order

According to Heizer and Render (2015), a "work order" is a written or digital instruction that authorizes the allocation of resources (personnel, materials, and machinery) to carry out a specific task or to produce goods/services within a defined timeframe. According to Hasibuan (2019), a work order serves as a formal, systematic directive from a superior to a subordinate, containing detailed information regarding tasks, functions, authority, and the scope of responsibilities to be executed in order to achieve organizational goals.

Working Hours

According to Suma'mur (2020), working hours refer to a daily time span—determined by regulations and human physical limitations—during which employees are required to dedicate their biological and professional capabilities to an organization. According to Handoko (2021), working hours constitute an essential component of operational capacity planning, defining the legally permitted duration of an employee's contribution within a formal workday.

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Working Days

According to Handoko (2021), a workday refers to the number of days in a week during which employees are contractually and legally required to be present at the workplace to carry out operational and production functions for the company. According to Rivai (2020), a workday constitutes a macro-level time management arrangement within an organization—particularly in vital service units—designed to ensure a continuous supply of skilled labor, thereby preventing any gaps in service provision during the company's official operational days.

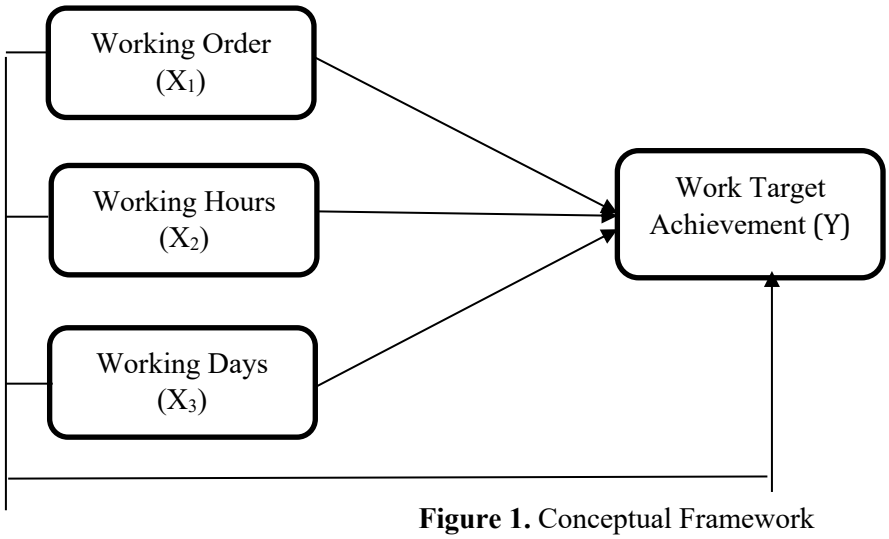


Figure 1. Conceptual Framework
Source: Researcher (2026)

The research hypotheses are:

1. H1: Working Order (X1) has a significant effect on the Achievement of Work Targets (Y) via the VCC application.
2. H2: Working Hours (X2) have a significant effect on the Achievement of Work Targets (Y) via the VCC application.
3. H3: Working Days (X3) have a significant effect on the Achievement of Work Targets (Y) via the VCC application.
4. H4: Working Order (X1), Working Hours (X2), and Working Days (X3) simultaneously have a significant effect on the Achievement of Work Targets (Y) via the VCC application at the ULP Belawan and ULP Labuhan units.

METHOD

The research approach used an associative approach, with a quantitative method. This research was conducted at PT PLN (Persero) ULP Belawan and ULP Labuhan, located on Jl. Belawan Bahari, Medan Kota Belawan, and Jl. KL. Yos Sudarso, Mabar, Medan Deli, respectively. The study was carried out from March to August 2026. The population for this research consists of all active Technical Service (YANTEK) personnel responsible for network maintenance and fault handling at PT PLN (Persero) ULP Belawan and ULP Labuhan, totaling 40 individuals. Given that the population of YANTEK personnel at these two units is relatively small (40 people), a census method—or saturated sampling—was employed for sample selection. Data analysis was performed using SPSS version 25.

RESULTS AND DISCUSSION

Results

Validity and Reliability Test

Table 1. Validity Test Results Working Order, Working Hours, Working Days, Work Target Achievement

Statement Items	r-count	r-table	Description
WO1	0.847	0,361	Valid
WO2	0.840	0,361	Valid
WO3	0.899	0,361	Valid
WO4	0.915	0,361	Valid
WO5	0.893	0,361	Valid
WO6	0.844	0,361	Valid
WH1	0.845	0,361	Valid
WH2	0.882	0,361	Valid
WH3	0.627	0,361	Valid
WH4	0.897	0,361	Valid
WH5	0.777	0,361	Valid
WH6	0.852	0,361	Valid
WD1	0.822	0,361	Valid
WD2	0.911	0,361	Valid
WD3	0.791	0,361	Valid
WD4	0.893	0,361	Valid
WD5	0.840	0,361	Valid
WD6	0.866	0,361	Valid
WTA2	0.798	0,361	Valid
WTA3	0.779	0,361	Valid
WTA4	0.822	0,361	Valid
WTA5	0.394	0,361	Valid
WTA6	0.901	0,361	Valid
WTA7	0.835	0,361	Valid
WTA8	0.788	0,361	Valid
WTA8	0.747	0,361	Valid

Sources: SPSS versi 25 (2026)

Based on Table 1, the results of the validity test above show that all statement items are > r table 0.361, so they are hereby declared valid/legitimate.

Table 2. Reliability Test Results Working Order, Working Hours, Working Days, Work Target Achievement

Variabel	Cronbach Alpha	Provision	Description
Working Order	0.936	0,60	Reliable
Working Hours	0.899	0,60	Reliable
Working Days	0.924	0,60	Reliable
Work Target Achievement	0.899	0,60	Reliable

Sources: SPSS versi 25 (2026)

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It is known that the cronbach's alpha value for all research variables of working order, working hours, working days and work target achievement is > 0.60, so it can be said that the results of the reliability test for all variables are reliable.

Table 3. Results of the One Sample Kolmogorov Normality Test

Description	Value
N	40
Mean	0.0000000
Std. Deviation	3.15383547
Absolute	0.132
Positive	0.098
Negative	-0.132
Test Statistic	0.132
Asymp. Sig. (2-tailed)	0.076

Sources: SPSS versi 25 (2026)

It is known that the asymp. sig. (2-tailed) value is 0.076 > 0.05 significance value so it can be concluded that the data tested is normally distributed.

Table 4. Gletsjer Test Results

Variable	B	Std. Error	Beta	t	Sig.
(Constant)	4.777	.877		5.445	.001
Working Order	-.352	.089	-1.161	-3.973	.001
Working Hours	.188	.108	.582	1.742	.090
Working Days	.017	.075	.053	.222	.826

Sources: SPSS versi 25 (2026)

Based on the table above, The heteroscedasticity test results using the Glejser method indicate that the 'Working Order' variable has a significance value of <0.001, while 'Working Hours' has a value of 0.090 and 'Working Days' has a value of 0.826. Since the significance value for 'Working Order' is <0.05, this variable exhibits signs of heteroscedasticity. Conversely, the 'Working Hours' and 'Working Days' variables have significance values >0.05, indicating no signs of heteroscedasticity. Consequently, the regression model in this study still shows evidence of heteroscedasticity regarding the 'Working Order' variable; thus, the model does not yet satisfy the assumption of the absence of heteroscedasticity.

Table 5. Multicollinearity Test Results

Variable	**Tolerance**	**VIF**
(Constant)		
Working Order	.186	5.364
Working Hours	.143	7.006
Working Days	.278	3.596

Sources: SPSS versi 25 (2026)

It is known that the results of the multicollinearity test for the of working order, working hours, working days variables have a tolerance value of > 0.10 and VIF < 10, so this study is declared free from multicollinearity problems.

Table 6. Multiple Linear Tegression Test Results

Variable	**B**	Std. Error	Beta	t	Sig.
(Constant)	20.404	1.843		11.072	.001
Working Order	.856	.186	1.093	4.600	.001
Working Hours	-.708	.226	-.850	-3.129	.003
Working Days	.393	.159	.483	2.480	.018

Sources: SPSS versi 25 (2026)

$$Y = 20{,}404 + 0{,}856X_1 - 0{,}708X_2 + 0{,}393X_3 + e$$

Based on this equation, the following explanations can be provided:

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1. The constant value of 20.404 indicates that if Working Order, Working Hours, and Working Days are all assumed to be 0, the value for Work Target Achievement is 20.404.
2. The coefficient for Working Order (X1) is 0.856, indicating that each one-unit increase in Working Order leads to a 0.856-unit increase in Work Target Achievement, assuming the variables Working Hours and Working Days remain constant.
3. The coefficient for Working Hours (X2) is -0.708, indicating that each one-unit increase in Working Hours leads to a 0.708-unit decrease in Work Target Achievement, assuming Working Order and Working Days remain constant.
4. The coefficient for Working Days (X3) is 0.393, indicating that each one-unit increase in Working Days leads to a 0.393-unit increase in Work Target Achievement, assuming Working Order and Working Hours remain constant.
5. Based on the significance values, Working Order has a Sig. value of <0.001, Working Hours has a value of 0.003, and Working Days has a value of 0.018. Since all three have a Sig. value of <0.05, each of these variables has a significant partial effect on Work Target Achievement.

Table 7. Partial Test Results (t-Test)

Variable	**B**	Std. Error	Beta	t	Sig.
(Constant)	20.404	1.843		11.072	.001
Working Order	.856	.186	1.093	4.600	.001
Working Hours	-.708	.226	-.850	-3.129	.003
Working Days	.393	.159	.483	2.480	.018

Sources: SPSS versi 25 (2026)

Based on the table above, the results of the partial test (t-test) can be explained as follows:

1. The test results indicate that the "Working Order" variable has a calculated t-value of 4.600, which is greater than the t-table value of 2.028, with a significance level of <0.001 (< 0.05). Consequently, the hypothesis is accepted. These results demonstrate that "Working Order" has a positive and significant effect on the achievement of work targets.
2. The test results indicate that the "Working Hours" variable has a calculated t-value of -3.129, which is greater than the t-table value of 2.028, with a significance level of 0.003 (< 0.05). Consequently, the hypothesis is accepted. These results demonstrate that "Working Hours" has a negative and significant effect on the achievement of work targets.
3. The test results indicate that the "Working Days" variable has a calculated t-value of 2.480, which is greater than the t-table value of 2.028, with a significance level of 0.018 (< 0.05). Consequently, the hypothesis is accepted. These results demonstrate that "Working Days" has a positive and significant effect on the achievement of work targets.

Table 8. Simultaneous Test Results (F Test)

Model	Sum of Squares	df	Mean Square	**F**	**Sig.**
Regression	635.455	3	211.818	19.657	.001[b]
Residual	387.920	36	10.776		
Total	1023.375	39			

Sources: SPSS versi 25 (2026)

Based on the above, the obtained F-value is 19.657. The F-table value is 2.866, indicating that the F-value (19.657) is greater than the F-table value (2.866), and the significance level is <0.001, which is less than 0.05. Therefore, H0 is rejected and Ha is accepted. Thus, it can be concluded that Working Order, Working Hours, and Working Days simultaneously have a significant effect on the Achievement of Work Targets.

Table 9. Results of the Coefficient of Determination test

Model	R	R Square	**Adjusted R Square**	Std. Error of the Estimate
1	.788[a]	.621	.589	3.28262

Sources: SPSS versi 25 (2026)

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Based on the results of the coefficient of determination test shown in Table 9, The Adjusted R-squared value is 0.589, or 58.9%. This indicates that the variables "Working Order," "Working Hours," and "Working Days" can explain 58.9% of the variation in the achievement of work targets, while the remaining 41.1% is influenced by other variables outside the research model that were not examined.

Discussion

The Influence of Working Order on Work Target Achievement

Based on the t-test results, the "Working Order" variable yielded a t-calculated value of 4.600, which is greater than the t-table value of 2.028, with a significance level of <0.001 (less than 0.05). Consequently, H1 is accepted, indicating that "Working Order" has a positive and significant effect on the achievement of work targets. A regression coefficient of 0.856 suggests that as the "Working Order" received and managed by personnel improves, the achievement of work targets also increases. These findings align with previous research on the use of Work Order systems, which demonstrates that effective Work Order management facilitates better monitoring, reporting, and completion of tasks. This is also consistent with the implementation of the VCC (Virtual Command Center) at PLN, which is used to monitor YANTEK (technical service) operations in real-time. In conclusion, "Working Orders" that are clear, well-directed, prioritized, and aligned with the capabilities of the personnel can support the achievement of YANTEK work targets at PT PLN (Persero) ULP Belawan and ULP Labuhan.

The Influence of Working Hours on Work Target Achievement

Based on the t-test results, "Working Hours" yielded a t-calculated value of -3.129 with a significance level of 0.003. These figures indicate that the absolute value of the t-calculated statistic (|t-calculated| = 3.129) is greater than the t-table value (2.028), and the significance level (0.003) is less than 0.05. Consequently, H2 is accepted, meaning that Working Hours have a significant effect on the Achievement of Work Targets. This finding aligns with research by Yulianto and Mulyanti (2023), which suggests that as employees' working hours increase—particularly through additional overtime—their subsequent productivity may decline. The study explains that this phenomenon is linked to fatigue resulting from extended working hours. The research by Dewi and Arwiyah (2020) on long working hours and employee performance at PT Telkom Witel Bandung is also relevant, as both studies examine the relationship between working hours and performance within service-oriented companies. Based on these results, it can be concluded that Working Hours have a significant negative impact on the Achievement of Work Targets among YANTEK (Technical Service) personnel at PT PLN (Persero) ULP Belawan and ULP Labuhan. This indicates that increasing working hours does not necessarily lead to better target achievement. Excessively long working hours can cause fatigue and reduced concentration, thereby diminishing the personnel's ability to complete tasks effectively.

The Influence of Working Days on Work Target Achievement

Based on the t-test results, the "Working Days" variable yielded a calculated t-value of 2.480, which is greater than the t-table value of 2.028, with a significance level of 0.018 (less than 0.05). Consequently, H3 is accepted, indicating that "Working Days" has a positive and significant effect on the achievement of work targets. A regression coefficient of 0.393 suggests that more effective scheduling of working days leads to an improvement in the achievement of work targets by technical service (YANTEK) personnel. These findings are consistent with research by Nurtyandi, Mandaku, and Poceratu (2023) on the implementation of "Yantek Optimization" for technical service personnel at PT PLN (Persero) UP3 Masohi. That study specifically examined working days, working hours, and the work performance of YANTEK personnel, finding that an increase in effective working days and hours was accompanied by an improvement in personnel performance. These results are further supported by research from Ramadhan and Nugroho regarding work patterns, which indicates that implementing a five-day workweek can positively influence work-life balance, ultimately fostering greater employee productivity.

The Influence of Working Order, Working Hours and Working Days on Work Target Achievement

The achievement of work targets reflects the extent to which tasks assigned to personnel are completed in accordance with established goals. This achievement is not influenced by a single factor; rather, it is contingent upon how tasks are assigned, the time available for their completion, and the scheduling of workdays. In this study, these factors are examined through the lenses of "Working Orders," "Working Hours," and "Workdays" for YANTEK (technical service) personnel. Based on the F-test results, the calculated F-value is 19.657, while the F-table value is 2.866. Since the calculated F-value (19.657) exceeds the F-table value (2.866) and the significance level is less than

0.001 (which is below the 0.05 threshold), the null hypothesis (H0) is rejected, and the alternative hypothesis (Ha) is accepted. Consequently, Working Orders, Working Hours, and Workdays collectively exert a significant influence on the achievement of work targets by YANTEK personnel at PT PLN (Persero) ULP Belawan and ULP Labuhan. These findings align with performance management concepts, which position work targets, completion time, and resources as interconnected elements in achieving work outcomes. Performance management frameworks further emphasize that success can be measured through the quantity, quality, timeliness (or speed) of completion, and costs. Moreover, workload analysis incorporates the volume of tasks, completion time, and effective working hours when determining operational requirements and capacity. In conclusion, Working Orders, Working Hours, and Workdays collectively have a significant impact on the achievement of work targets by YANTEK personnel. This indicates that meeting work targets depends not only on the volume of tasks received but also on the effective organization of working hours and workdays, which facilitates the successful completion of assigned tasks.

CONCLUSION

The conclusions of this study are as follows:

1. Working orders have a positive and significant effect on the achievement of work targets by YANTEK personnel.
2. Working hours have a negative and significant effect on the achievement of work targets by YANTEK personnel.
3. Working days have a positive and significant effect on the achievement of work targets by YANTEK personnel.
4. Working orders, working hours, and working days simultaneously have a significant effect on the achievement of work targets by YANTEK personnel.

Based on the discussion and conclusions of this study, the following recommendations are provided:

1. PT PLN (Persero) ULP Belawan and ULP Labuhan are advised to improve the management of Work Orders—specifically by aligning the volume of tasks with the capacity of personnel, ensuring job information is clear, and effectively prioritizing and distributing tasks to achieve targets optimally.
2. Regarding work hours, the company should ensure a proper balance between workload, actual working time, and rest periods. Overtime should be managed in accordance with operational requirements to prevent fatigue, which could otherwise diminish personnel productivity.
3. Regarding workdays, the company is encouraged to implement effective scheduling and align the workload with the available number of working days. This should help personnel maintain their productivity and complete Work Orders in line with established targets.
4. Future researchers are advised to incorporate additional variables that may influence the achievement of work targets—such as workload, work motivation, the work environment, available facilities, or personnel competence—given that 41.1% of the factors affecting performance remain unaccounted for by the variables examined in this study.

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