

# The Influence of Work Supervision and Work Experience on Work Productivity at the Toti Mori Donggo Bolo Gas Station, Bima Regency

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## Abstract

The purpose of this study is to examine and analyze the significant effect of work supervision and work experience, both partially and simultaneously, on employee productivity at the Toti Mori Donggo Bolo gas station, Bima Regency. This study employed a quantitative approach with an associative research design to examine the influence of work supervision and work experience on employee productivity at the Toti Mori Donggo Bolo gas station, Bima Regency. Data were collected from 31 employees through questionnaires, observations, and literature studies, and were analyzed using multiple linear regression with the assistance of SPSS software. The analysis included validity and reliability tests, classical assumption tests, correlation analysis, coefficient of determination, as well as t-tests and F-tests to determine the partial and simultaneous effects of work supervision and work experience on employee productivity. This study shows that work supervision has a positive and significant effect on employee work productivity at the Toti Mori Donggo Bolo gas station, Bima Regency, while work experience has no significant effect partially on work productivity. The results of simultaneous testing prove that work supervision and work experience together have a significant effect on employee work productivity. The coefficient of determination value of 47.1% shows that work productivity can be explained by these two variables, while the other 52.9% is influenced by other factors outside the research.

## Keywords

Work Supervision, Work Experience, Employee Productivity, Human Resource Management, Gas Station (SPBU)



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## INTRODUCTION

Human resource management is a strategic factor in determining an organization's success in achieving its stated goals. Human resources serve not only as operational implementers but also as the primary driver determining the

organization's effectiveness, efficiency, and sustainability. The quality of human resources, supported by competence, skills, experience, and good work discipline, will positively contribute to achieving organizational goals. According to Paillin and Mulyanti (2023), human resources are a key element that plays a vital role in driving organizational progress and national development, therefore, their management needs to be carried out optimally to achieve maximum performance.

The increasingly dynamic work environment demands that organizations continuously improve the quality of employee performance. One indicator of successful human resource management is the level of work productivity. Work productivity demonstrates the ability of individuals and groups to produce output effectively and efficiently through the utilization of available resources. High productivity reflects employees' ability to complete work according to predetermined targets, both in terms of quality and quantity. Conversely, low productivity can lead to various problems, such as workload imbalance, poor service quality, and decreased organizational competitiveness. Swatika et al. (2022) explain that work productivity is a crucial indicator reflecting the quality of human resources within an organization.

Labor productivity in Indonesia still faces various challenges. Data from the Ministry of Manpower in 2024 shows that the average output produced by an Indonesian worker reached IDR 89.33 million, equivalent to US\$5,300 per year (Hayati et al., 2025). This figure indicates that Indonesian labor productivity is still relatively low compared to several other countries in the Asian region. Data from the Asian Productivity Organization (APO) Productivity Databook in 2019 shows that Indonesia ranked 13th in Asia with a productivity level of around USD 26,000 per worker, equivalent to IDR 364.7 million. This position is still below Malaysia, which reached USD 60,000 per worker, and Singapore, which reached USD 143,300 per worker. This condition demonstrates the need for various efforts to increase productivity through more effective human resource management.

Work productivity is influenced by various factors, one of which is work supervision. Supervision is a process carried out to ensure that all work activities are carried out in accordance with standards, procedures, and organizational goals. Effective supervision allows managers to identify deviations, take corrective actions, and ensure work is carried out safely and efficiently. The existence of a good supervision system can also improve employee discipline, responsibility, and compliance with applicable work regulations. Hal et al. (2025) stated that weak supervision can lead to various operational problems such as low work discipline,

lack of employee initiative, and increased errors in service delivery, which ultimately impacts work productivity.

In addition to work supervision, work experience is also a factor that influences employee productivity. Work experience reflects the accumulation of knowledge, skills, and abilities acquired by an individual through involvement in various work activities. Longer experience allows employees to have a better understanding of their duties and responsibilities, be able to make appropriate decisions, and complete work more quickly. Ayu (2024) explains that the more work experience a person has, the better their adaptability, skills, and maturity in dealing with various work problems. This opinion is supported by Ningsih, Agussalim, and Hadya (2025), who state that work experience is knowledge acquired directly through carrying out daily work, so employees with more experience tend to work more effectively and productively.

Public service sectors involved in fuel distribution, such as Public Fuel Filling Stations (SPBU), require a high level of supervision and work experience because they are directly related to occupational safety, service quality, and customer satisfaction. Gas station operations carry a significant level of risk, requiring every employee to adhere to occupational safety procedures and provide fast, accurate, and safe service. Optimal supervision is necessary to ensure all operational procedures are carried out properly, while work experience is essential for employees to be able to handle various situations that arise during the service process.

The Toti Mori Donggo Bolo gas station in Bima Regency is a fuel distribution service unit that plays a crucial role in meeting the community's needs. Initial observations indicate several issues related to work supervision and employee experience. These issues include customers failing to turn off their vehicle engines or using mobile phones during the fueling process. This situation indicates that oversight of safety procedures has not been optimal. Other issues identified include a lack of monitoring of potential fires, inadequate regular inspections of portable fire extinguishers (APAR), and a lack of control over activities that could potentially disrupt security in the gas station area.

The work experience aspect also indicates several obstacles in gas station operations. The occurrence of machine disruptions or breakdowns during working hours indicates the need to improve employees' technical skills in operating and handling equipment problems. Adequate work experience is expected to help employees anticipate various operational obstacles so that customer service continues to run smoothly. Work productivity issues are also still evident in the

imbalance between the number of officers and the volume of vehicles arriving during peak hours. This condition has the potential to cause long queues and reduce the quality of service to customers. The lack of routine performance assessments also makes it difficult for the organization to objectively measure employee productivity levels. This situation indicates that employee productivity still requires attention and improvement through an enhanced monitoring system and the development of work experience.

This phenomenon shows that work supervision and work experience have an important role in increasing employee work productivity at the Toti Mori Donggo Bolo Gas Station, Bima Regency. Effective supervision will encourage compliance with work procedures and operational safety, while adequate work experience will improve employees' ability to complete tasks efficiently and professionally. Based on this description, this study was conducted to analyze the effect of work supervision and work experience on work productivity at the Toti Mori Donggo Bolo Gas Station, Bima Regency, both partially and simultaneously. The results of this study are expected to contribute to the development of human resource management and become evaluation material in efforts to increase employee work productivity in the gas station environment.

## METHODS

This study uses a quantitative approach with an associative research type. Associative research is a study that aims to determine the relationship or influence between two or more variables. According to Sugiyono (2019), associative research is used to test the causal relationship between independent variables and dependent variables so that the magnitude of the influence given by each variable can be determined. This study was conducted to analyze the effect of work supervision ( $X_1$ ) and work experience ( $X_2$ ) on work productivity ( $Y$ ) of employees at the Toti Mori Donggo Bolo gas station in Bima Regency. The research location is at the Toti Mori Donggo Bolo gas station located on Jalan Lintas Sumbawa, Bima Regency, West Nusa Tenggara. The selection of the research location was based on the existence of problems related to work supervision, work experience, and employee work productivity that are interesting to be studied further. The research was conducted directly by involving all employees who work at the gas station as research respondents.

The population in this study was all employees working at the Toti Mori Donggo Bolo gas station in Bima Regency, totaling 31 people. A population is a generalization area consisting of objects or subjects that have certain characteristics

determined by the researcher to be studied and then conclusions drawn (Sugiyono, 2019). The composition of the employees consisted of 24 operators, 2 office boys, 1 administrative staff, 1 supervisor, and 3 security officers. Considering the relatively small population, all members of the population were used as research respondents so that the number of samples used was 31 employees. The sampling technique used purposive sampling, namely a sample determination technique based on certain considerations adjusted to the research objectives (Sugiyono, 2016).

Data collection was conducted through several techniques, namely observation, questionnaires, and literature review. Observations were conducted by directly observing employee work activities, work environment conditions, and the implementation of supervision applied at the Toti Mori Donggo Bolo gas station. This technique was used to obtain a real picture of conditions occurring in the field. A questionnaire was used as the main instrument in the research data collection. The questionnaire contained a number of statements related to work supervision variables, work experience, and work productivity that must be answered by respondents according to the conditions they experienced. According to Sugiyono (2017), a questionnaire is a data collection technique carried out by providing a set of written questions or statements to respondents to answer. In addition, this study also used literature review to obtain a relevant theoretical basis through books, scientific journals, previous research results, and various references related to the research topic.

The research instrument used was a questionnaire with a Likert scale. The Likert scale was used to measure respondents' attitudes, perceptions, and opinions towards the research object. Each statement item was given five alternative answers with different scores, namely Strongly Disagree (SD) was given a score of 1, Disagree (D) was given a score of 2, Neutral (N) was given a score of 3, Agree (A) was given a score of 4, and Strongly Agree (SA) was given a score of 5. The use of the Likert scale aims to make it easier for researchers to measure the level of respondent agreement with each indicator of the variable studied.

The collected data was then analyzed using the Statistical Package for Social Sciences (SPSS). The first stage was a validity test to determine the instrument's ability to measure the variables under study. Validity testing was performed using the Pearson Product Moment correlation. According to Sugiyono (2021), a statement item is considered valid if it has a correlation value greater than 0.300. Items that do not meet this criterion are declared invalid and are not used in further analysis. The next stage was a reliability test, which aims to measure the level of consistency of the

research instrument. Reliability testing was conducted using the Cronbach's Alpha method. According to Ghozali (2021), an instrument is considered reliable if it has a Cronbach's Alpha value greater than 0.60. The higher the reliability value, the better the instrument's consistency in measuring the research variables.

Before conducting regression analysis, the data was first tested using classical assumption tests. Classical assumption tests include normality, multicollinearity, heteroscedasticity, and autocorrelation. The normality test aims to determine whether the residual data is normally distributed. The test was conducted using the Kolmogorov-Smirnov method by observing the resulting significance value. The multicollinearity test was used to determine whether there was a correlation between the independent variables in the regression model. A good regression model does not show multicollinearity, as indicated by a Tolerance value greater than 0.10 and a Variance Inflation Factor (VIF) value less than 10 (Ghozali, 2021). The heteroscedasticity test was conducted using the Glejser method to determine whether there was inequality in the residual variances in the regression model. Meanwhile, the autocorrelation test was used to determine whether there was a relationship between residuals in different observation periods.

The primary data analysis was performed using multiple linear regression. According to Ghozali (2023), multiple linear regression is used to determine the effect of two or more independent variables on a single dependent variable. The regression model used in this study is formulated as follows:

$$Y = a + b_1X_1 + b_2X_2 + e$$

Description: Y is work productivity,  $X_1$  is work supervision,  $X_2$  is work experience, a is a constant,  $b_1$  and  $b_2$  are regression coefficients, while e is the error or error rate. Further analysis is carried out by calculating the correlation coefficient to determine the level of closeness of the relationship between the research variables. Interpretation of the correlation coefficient refers to the categories proposed by Sugiyono, namely very low (0.00–0.199), low (0.20–0.399), moderate (0.40–0.599), strong (0.60–0.799), and very strong (0.80–1.000). In addition, the coefficient of determination ( $R^2$ ) is calculated to determine the magnitude of the contribution of the work supervision and work experience variables in explaining variations in employee work productivity.

Hypothesis testing is conducted through partial tests (t-test) and simultaneous tests (F-test). The t-test is used to determine the effect of each independent variable on the dependent variable partially. The independent variable is declared to have a significant effect if the calculated t-value is greater than the table t-value and the

significance value is less than 0.05. The F-test is used to determine the effect of the independent variables together on the dependent variable. The simultaneous effect is declared significant if the calculated F-value is greater than the table F-value and the significance value is less than 0.05. Through this series of analyses, it is hoped that a clear picture can be obtained regarding the effect of work supervision and work experience on employee work productivity at the Toti Mori Donggo Bolo Gas Station, Bima Regency.

## FINDINGS AND DISCUSSION

### Validity Test

**Table 1 Validity Test Results**

	items	R count	R table	Information
Job Supervision (X1)	1	0.581	0.300	Valid
	2	0.638	0.300	Valid
	3	0.557	0.300	Valid
	4	0.747	0.300	Valid
	5	0.318	0.300	Valid
	6	0.387	0.300	Valid
	7	0.560	0.300	Valid
	8	0.487	0.300	Valid
Work Experience (X2)	1	0.422	0.300	Valid
	2	0.744	0.300	Valid
	3	0.617	0.300	Valid
	4	0.680	0.300	Valid
	5	0.689	0.300	Valid
	6	0.529	0.300	Valid
	7	0.311	0.300	Valid
	8	0.439	0.300	Valid
Work Productivity (Y)	1	0.675	0.300	Valid
	2	0.510	0.300	Valid
	3	0.442	0.300	Valid
	4	0.413	0.300	Valid
	5	0.531	0.300	Valid
	6	0.647	0.300	Valid
	7	0.373	0.300	Valid
	8	0.446	0.300	Valid

	9	0.601	0.300	Valid
	10	0.626	0.300	Valid

Source: primary data, processed by SPSS ver 23

Based on the table above, the results of the validity test for each question item of the research instrument on the variables of work supervision, work experience and work productivity can be above the validity standard, namely >0.300.

**Reliability Test**

**Table 2 Reliability Test Results**

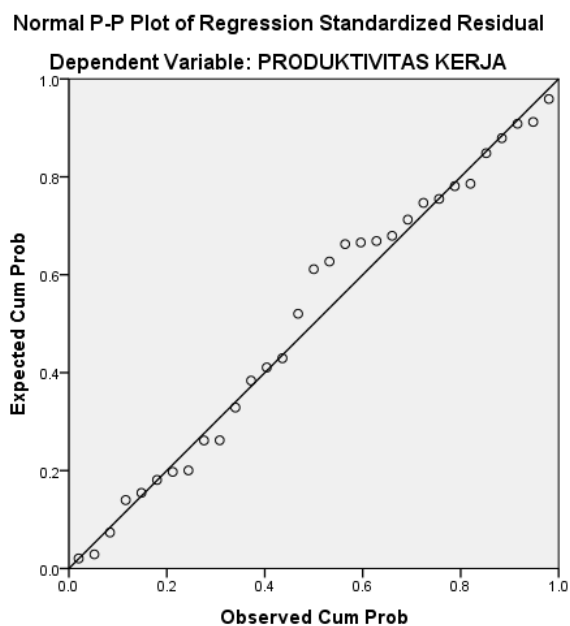
Variables	Number of items	Cronbach's	Standard	note
Work supervision	8	0.649	0.600	Reliable
Work experience	8	0.682	0.600	Reliable
Work productivity	10	0.714	0.600	Reliable

Source: primary data, processed by SPSS ver 23

Based on the table above, the results of the reliability test for each item of the research instrument statement on the variables of work supervision, work experience and work productivity can be said to be reliable because they are above the reliability standard of >0.600.

**Classical Assumption Test**

**Normality Test**



**Figure 1 Normalization Test**

Source: primary data, processed by SPSS ver 23

The image above shows that the normal PP Regression Standardized Residual graph describes the distribution of data around the diagonal line and the distribution follows the direction of the diagonal line of the graph, so the regression model used in this study meets the assumption of normality.

**Table 3 Kolmogorov-Smirnov Test Results**

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		31
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Standard Deviation	4.50980577
Most Extreme Differences	Absolute	.131
	Positive	.068
	Negative	-.131
Test Statistics		.131
Asymp. Sig. (2-tailed)		.187 <sup>c</sup>
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Source: primary data, processed by SPSS ver 23

Based on the results of the Kolmogorov-Smirnov test above, the Asymp.Sig value is  $>0.05$  ( $0.187 > 0.05$ ), this indicates that the data in this study are normally distributed and the regression model is suitable for use to predict the dependent variable, namely Work Productivity, based on the input of independent variables, namely Work Supervision and work experience. Therefore, the research data is suitable for use as research.

### Multicollinearity Test

**Table 4 Multicollinearity Test Results**

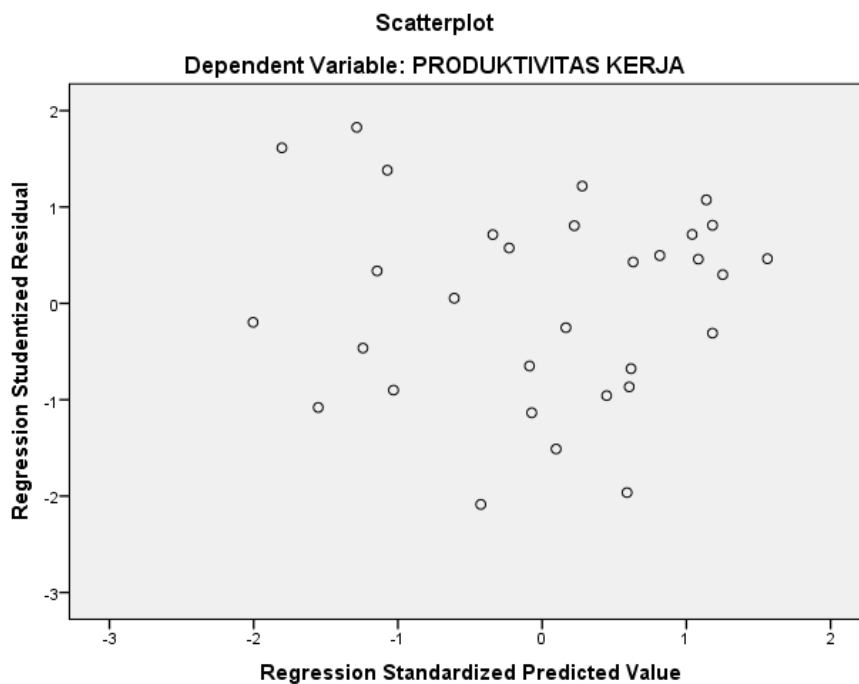
		Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	7,387	6,720		1,099	.281		
	WORK SUPERVISION	.719	.202	.551	3,550	.001	.783	1,277
	WORK EXPERIENCE	.300	.207	.225	1,451	.158	.783	1,277

a. Dependent Variable: WORK PRODUCTIVITY

Source: primary data, processed by SPSS ver 23

Based on the Tolerance and VIF values in the table above, it can be concluded that there are no symptoms of multicollinearity. Because the Tolerance values of variables X1 and X2 are known to be  $0.783 > 0.10$  and the VIF value is  $1.277 < 10$ , it can be concluded that there are no symptoms of multicollinearity in the regression model.

**Heteroscedasticity Test**



**Figure 2 Heteroscedasticity Test Results**

Source: primary data, processed by SPSS ver 23

The image above shows that the data is free from heteroscedasticity. Because the points are evenly distributed above and below zero and do not form a specific pattern, the data is said to be free from heteroscedasticity.

**Autocorrelation Test**

**Table 5 Autocorrelation Test Results**

Model Summary					
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate	Durbin-Watson
1	.686a	.471	.433	4.66809	2,029

a. Predictors: (Constant), WORK EXPERIENCE, JOB SUPERVISION  
b. Dependent Variable: WORK PRODUCTIVITY

Source: primary data, processed by SPSS ver 23

Based on the table above, the Durbin Watson value is 2.029. This Durbin Watson value meets the criteria of  $dU < DW < 4-du$ , so  $1.5706 < 2.029 < 2.4294$ , which means there is no autocorrelation.

### Multiple Linear Regression Test

**Table 6 Multiple Linear Regression Test Results**

Coefficientsa						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7,387	6,720		1,099	.281
	WORK SUPERVISION	.719	.202	.551	3,550	.001
	WORK EXPERIENCE	.300	.207	.225	1,451	.158

a. Dependent Variable: WORK PRODUCTIVITY

Source: primary data, processed by SPSS ver 23

Based on the results of multiple linear regression analysis, the following regression equation was obtained:

$$Y = 7.387 + 0.719X_1 + 0.300X_2 + e$$

The regression equation shows the relationship between the variables of work supervision ( $X_1$ ) and work experience ( $X_2$ ) on work productivity ( $Y$ ) of employees at the Toti Mori Donggo Bolo Gas Station in Bima Regency. The constant value of 7.387 indicates that if the variables of work supervision and work experience are considered unchanged or have a value of zero, then employee work productivity remains at 7.387 units. This value describes the level of basic work productivity that can be achieved without being influenced by the two independent variables studied.

The work supervision variable's regression coefficient of 0.719 indicates a positive relationship between work supervision and work productivity. This means that every one-unit increase in work supervision will increase work productivity by 0.719 units, assuming the work experience variable remains constant. This result indicates that the better the supervision implemented in the work environment, the higher the level of employee work productivity. Effective supervision can encourage discipline, compliance with work procedures, and increase employee responsibility in carrying out their duties, thus impacting work productivity.

The regression coefficient of the work experience variable of 0.300 also indicates a positive relationship to work productivity. This means that every one unit increase

in work experience will increase work productivity by 0.300 units assuming the work supervision variable remains constant. These findings indicate that employees with better work experience tend to have higher abilities, skills, and work understanding so they can complete work more effectively and efficiently. However, based on the results of statistical tests, a significance value of 0.158 was obtained, which is greater than 0.05. This condition indicates that partially work experience does not have a significant effect on employee work productivity at the Toti Mori Donggo Bolo Gas Station in Bima Regency. Thus, although work experience has a positive direction of influence, this influence is not statistically strong enough to explain the increase in work productivity.

**Correlation Coefficient Test and Determination Coefficient Test**

**Table 7 Results of the Correlation Coefficient Test and the Determination Coefficient Test**

Model Summary									
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.686 a	.471	.433	4.66809	.471	12,458	2	28	.000
a. Predictors: (Constant), WORK EXPERIENCE, JOB SUPERVISION									
b. Dependent Variable: WORK PRODUCTIVITY									

Source: primary data, processed by SPSS ver 23

Based on these results, the R value is 0.686. These results indicate that there is an influence between work experience and work supervision on work productivity. To interpret the strength of this influence, the guidelines shown in the following table can be used:

Coefficient Interval	Relationship Level
0.00 – 0.199	Very Low
0.20 – 0.399	Low
0.40 – 0.599	Currently
0.60 – 0.799	Strong
0.80 – 1,000	Very strong

So the correlation between work supervision and work experience on work productivity is 0.686 which is in the interval 0.60 – 0.799 so that the relationship between variables is included in the strong category.

**Determination Test**

So there is an influence between work supervision and work experience on work productivity, the magnitude of this influence can be expressed quantitatively by testing the coefficient of determination and then obtaining a coefficient of

determination (R Square) value of 0.471 or 47.1% with the remainder being influenced by other variables not included in this study.

### T-Test Results

**Table 8 T-Test Results**

Coefficients <sup>a</sup>						
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	7,387	6,720		1,099	.281
	WORK SUPERVISION	.719	.202	.551	3,550	.001
	WORK EXPERIENCE	.300	.207	.225	1,451	.158

a. Dependent Variable: WORK PRODUCTIVITY

Source: primary data, processed by SPSS ver 23

### The Influence of Work Supervision on Work Productivity

The results of the first hypothesis test (H1) indicate that the work supervision variable has a positive and significant effect on work productivity at the Toti Mori Donggo Bolo gas station in Bima Regency. The results of the statistical analysis show a significance value of 0.001 which is smaller than 0.05 ( $0.001 < 0.05$ ) and a calculated t value of 3.550 which is greater than the t table of 2.048 ( $3.550 > 2.048$ ). Based on these results, the first hypothesis (H1) which states that work supervision has a positive effect on work productivity is accepted.

These findings indicate that the better management's work oversight, the higher employee productivity. Effective oversight can help ensure that all work is carried out in accordance with established operational standards, reduce errors, improve discipline, and motivate employees to work more optimally to achieve organizational goals. Through effective oversight, any deviations in work execution can be promptly identified and corrected, resulting in more effective and efficient work processes.

In a gas station environment, supervision plays a crucial role due to its relationship to occupational safety, service quality, and compliance with operational procedures. Consistent supervision can increase employee awareness in carrying out their duties and responsibilities, thereby impacting work productivity. The results of this study support management theory, which states that supervision is a management function that plays a role in ensuring the effective achievement of organizational goals.

The results of this study align with research conducted by Setiawan et al. (2024), which found that work supervision has a positive and significant impact on work productivity. This study explains that optimal supervision can increase the effectiveness of work implementation, thereby improving employee productivity.

### The Influence of Work Experience on Work Productivity

The results of the second hypothesis test (H2) indicate that the work experience variable does not have a significant effect on work productivity at the Toti Mori Donggo Bolo gas station in Bima Regency. The results of the statistical analysis show a significance value of 0.158 which is greater than 0.05 ( $0.158 > 0.05$ ) and a calculated t value of 1.451 which is smaller than the t table of 2.048 ( $1.451 < 2.048$ ). Based on these results, the second hypothesis (H2) which states that work experience has a positive effect on work productivity is rejected.

The results of this study indicate that the length or extent of an employee's work experience does not necessarily significantly increase work productivity. This condition occurs because work productivity is influenced not only by work experience but also by other factors such as work supervision, work motivation, work discipline, competence, training, and work environment conditions. In the context of gas station operations, work tends to follow established standard procedures, so employees with more work experience do not necessarily show significantly different productivity compared to employees with less work experience.

The insignificant effect of work experience on productivity may also be due to the relatively equal distribution of tasks and workload among employees. Furthermore, the implementation of clear standard operating procedures (SOPs) allows both new and experienced employees to perform their jobs with relatively similar levels of productivity.

The results of this study align with research conducted by Wahyuni (2021), which found that work experience did not significantly influence work productivity. This study indicates that work experience is not the sole factor determining employee productivity; it needs to be supported by other factors that can improve the effectiveness and quality of work performance. Therefore, increasing work productivity at the Toti Mori Donggo Bolo gas station in Bima Regency is not sufficient simply by increasing employee work experience; it also requires support from a robust supervisory system and more effective human resource management.

### F Test Results

**Table 9 F Test Results**

ANOVA						
	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	542,946	2	271,473	12,458	.000b
	Residual	610,150	28	21,791		
	Total	1153,097	30			
a. Dependent Variable: WORK PRODUCTIVITY						
b. Predictors: (Constant), WORK EXPERIENCE, JOB SUPERVISION						

Source: primary data, processed by SPSS ver 23

### **The Influence of Work Supervision and Work Experience on Work Productivity**

The results of the third hypothesis test (H3) show that work supervision and work experience simultaneously influence work productivity at the Toti Mori Donggo Bolo gas station in Bima Regency. Based on the results of the F test, the calculated F value was 12.458, which was greater than the F table value of 3.34 ( $12.458 > 3.34$ ). These results indicate that the third hypothesis (H3) is accepted, so it can be concluded that the variables of work supervision and work experience together have a significant influence on employee work productivity.

These findings indicate that work productivity is not influenced by a single factor, but rather the result of a combination of various mutually supporting factors. Effective work supervision can improve discipline, compliance with work procedures, and the quality of task execution. Meanwhile, work experience provides employees with the knowledge, skills, and abilities to complete tasks for which they are responsible. When these two factors work together, a more effective and productive work environment is created, supporting the achievement of organizational goals.

In a gas station environment, effective supervision is essential to ensure all operational activities comply with established safety and service standards. Furthermore, work experience helps employees navigate various operational situations that arise during customer service. The combination of optimal supervision and adequate work experience can enhance employees' ability to perform their jobs more efficiently, reduce errors, and improve the quality of service provided to customers.

Although partial test results indicate that work experience does not significantly impact work productivity, when combined with work supervision variables in simultaneous tests, both variables significantly impact work productivity. This suggests that the contribution of work experience is more effective when supported by a strong organizational oversight system.

The results of this study align with those of Setiawan et al. (2024), which stated that work supervision and work experience simultaneously have a positive and significant effect on work productivity. This study explains that increased work productivity can be achieved through the implementation of effective supervision and optimal utilization of employee work experience. Therefore, the management of the Toti Mori Donggo Bolo gas station in Bima Regency needs to continuously improve the quality of work supervision and provide opportunities for employees to

develop their experience and competencies so that work productivity can continue to increase sustainably.

## CONCLUSION

This study aims to determine the effect of work supervision and work experience on work productivity at the Toti Mori Donggo Bolo gas station in Bima Regency. Based on the results of regression tests and hypothesis testing, it can be concluded that work supervision has a positive and significant effect on work productivity (sig.  $0.001 < 0.05$ ;  $t$  count  $3.550 > t$  table  $2.048$ ). However, work experience does not have a significant effect on work productivity (sig.  $0.158 > 0.05$ ;  $t$  count  $1.451 < t$  table  $2.048$ ). However, simultaneously work supervision and work experience have a significant effect on work productivity ( $F$  count  $12.458 > F$  table  $3.34$ ; sig.  $0.000 < 0.05$ ). The coefficient of determination (R Square) is  $0.471$  ( $47.1\%$ ), which indicates that work productivity is influenced by work supervision and work experience by  $47.1\%$ , while the remaining  $52.9\%$  is influenced by other variables outside the study. Based on the results of the research that has been conducted, there are several suggestions that can be given. For the management of the Toti Mori Donggo Bolo Gas Station in Bima Regency, it is recommended to continue to improve the quality of work supervision, especially those related to operational safety aspects, such as regular APAR inspections, supervision of customer compliance in complying with fuel filling rules, and monitoring activities that have the potential to cause risks in the gas station area. In addition, regular performance evaluations need to be carried out to maintain and improve employee work productivity, especially during peak hours. For employees, it is hoped that they can continue to improve discipline, comply with standard operating procedures (SOPs), and maintain responsibility in providing services to customers. For further researchers, it is recommended to examine other variables that have the potential to influence work productivity, such as work motivation, work discipline, compensation, training, and organizational culture. Research can also be conducted in a wider location with a larger number of respondents to obtain more comprehensive and representative results.

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