

Employee Performance Analysis in Improving Public Services at Hawu Mehara District Office Sabu Raijua District

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Abstract. The purpose of this study was to determine the performance of employees at the Hawu Mehara District Office, Sabu Raijua District, to determine the extent of public services at the Hawu Mehara District Office, supporting and inhibiting factors in carrying out public services at the Hawu Mehara District Office, Sabu Raijua District. The research method used is to use a qualitative approach method with data collection techniques in the form of observation, interviews and documentation. From the results of this study it can be concluded as follows: The performance of the Hawu Mehara District Office staff is recognized for the greatness of work quality, punctuality, initiative, skill and interaction. However, there is one dimension that doesn't work, and it is a reality. Hawu Mehara District Office Public Services apply Tangibel (Physical Screen), Reliability, Responsibility, Certainty, and Empathy. However, there is one dimension that does not work, namely: reliability.

Keywords: Employee Performance, Public Service, Hawu Mehara District.

1 Introduction

In public organizations, employees are the most important means to achieve organizational goals. This is because employees have a duty to accelerate existing activities within the organization, such as making plans and implementing strategies. In 2014, according to Law no. 5 concerning civil servants, in this case civil servants, namely Indonesian citizens who meet certain criteria and are appointed by the Personnel Administration Section as ASN employees for positions in government agencies. Therefore, it requires high performance from each employee to support the success of the organization. Employee performance at the Hawu Mehara District Office There is still room for improvement so that employees can control quality, quantity, discipline and comply with applicable regulations. Poor employee performance leads to worsening public services.

Employee performance plays an important role in a government, specifically providing the best service for the community (Mahale et al., 2017, p.707). According to the definition of presentation (Mangkunegara, 2011, p.167), employees can achieve high results because of the responsibilities given by the organization. From this it follows that a person's efficiency is the qualitative and quantitative performance of his work in a certain time based on the tasks set for him in his work. The definition of public service is the government's efforts to provide services to the community as a form of business to meet needs based on predetermined rules (Kurahyadietal., 2020, p. 66).

The purpose of this community service is to help people from various walks of life with both physical and non-physical needs to meet their needs (Revida et al., 2021, p. 4). The study by (Nadjib, 2020) entitled "Analysis of the Efficiency of Government Civil Equipment at the Regional Secretariat of Muara Enim Regency" shows good employee performance in terms of work quality, work volume, punctuality, discipline and efficiency and is consistent with independence, teamwork and responsibility . Factors that determine an employee's performance include educational background, experience, adaptability, creativity, loyalty and work ethic. There are still workers with low skills, shyness, low competitiveness and low creativity, resulting in reduced productivity.

The study by (Rinda, 2017) entitled "Analysis of the Efficiency of State Civil Equipment (ASN) at the Education and Culture Office of Central Sulawesi Province" shows that the scope of work is within the agreed schedule. At work, workers are very serious and try to do it on time. When employees face difficulties in their work, they always seek advice or guidance from their managers. In addition, employees coordinate and work well together. A study by (Hutasoit, 2016) entitled "Public Service Performance in the Palaran District Office, Samarinda City" shows that the performance of civil servants is said to be quite good in terms of productivity, service quality, responsiveness, responsibility and accountability. The difference between this research and previous studies is the location or location of the research, research participants,

In this study, researchers used performance theory (Samsuddin, 2018) which consists of five dimensions: quality of work, timeliness, initiative, skills and communication. Public service theory (Ulum, 2018) which consists of five dimensions, namely tangible physical evidence, reliability, responsibility, assurance, empathy.

As already mentioned, five dimensions are used to measure employee performance (Samsuddin, 2018, p.83), namely:

1) Work quality

Quality of work is the quality of the work of a staff that must be achieved based on the requirements and careful preparation. High quality work results are work that meets the criteria.

2) Punctuality

Timeliness of work, which must be in accordance with the times or company goals. Employees must carry out tasks according to the target plan in such a way that it does not interfere with other work.

3) Initiative

Personal initiative is a type of employee confidence in fulfilling their duties and responsibilities. Employees may not wait for directions or directions from management in carrying out their duties.

4) Ability

Ability is the ability or ability of employees to carry out the work assigned to them.

5) Communication

Communication is the interaction between superiors and subordinates through the delivery of suggestions or criticism. Good interaction is needed to create a sense of cooperation and harmonious relationships.

Five dimensions in performing public services:

1) Material (physical presentation)

Means of facilities, tools, available staff and other physical things such as appearance of staff at work, suitable location, simple processes, disciplined staff, easy access to services and tools used in services.

2) Reliability

Related to the ability of employees to provide adequate services, such as prudence of employees in services, good service standards, employees can use tools to process services.

3) Responsiveness

The staff is ready to help the community provide services quickly. Equipment response to public acceptance services, personnel provide services quickly and accurately, and personnel respond to the needs of the community.

4) Guarantee (guarantee)

Employees are polite and trustworthy, employees provide guarantees for timely service, employees guarantee certain payments for services.

5) Empathy Employees who care and pay attention in providing services, such as: Polite, friendly and non-discriminatory. One of the government agencies or agencies that provide direct services to the community is the Hawu Mehara District Office. The form of public service at the Hawu Mehara District Office is the lack of speed or responsibility of employees in serving the community, in this case the letters needed by the community.

From what has been described above, the researcher is interested in conducting research with the title "Analysis of Employee Performance in Improving Public Services at the Hawu Mehara District Office". The purpose of this research is

- a. To find out the performance of employees in improving public services at the Hawu Mehara District Office.
- b. To find out the internal and external factors that exist in the Hawu Mehara District Office.

2 Research Methods

The research method used is a qualitative method. Qualitative method is a method that produces information. Qualitative research is research that aims to obtain a rational and detailed picture by obtaining comprehensive information about various variables using a naturalistic approach (Suprpto, 2013, p. 13). The data collection method is the first observation. Then the researchers conducted interviews to obtain primary data. Interview is a technique for gathering information by asking questions directly to the subject. (Sanusi, 2011, p. 105). The validity of data analysis was determined by source triangulation analysis. Researchers tested the information obtained from the interview process with a comparison of one informant with another informant.

The data analysis technique performed is distribution processing. For the purposes of this percentage analysis using the formula proposed by (Anas, Salma, Nugroho, Linguistika & Filinoristi, 2010) where

$$P = \frac{F}{N} \times 100 \%$$

P = percentage number

F = Frequency sought percentage

N = Number of frequencies/number of respondents

3 Results and Discussion

Basically this research was conducted to describe and find out what efforts have been made to improve employee performance and whether management and human resource aspects also influence and support the strategy for improving equipment in the Hawu Mehara District Office. Each employee has different abilities in carrying out tasks based on knowledge, skills and available facilities and infrastructure. However, employees also have personal attitudes and behaviors that can affect their performance. In this context, leadership is needed that can influence and encourage employee performance improvement, namely. H. The human resources department can choose a manager who will be responsible for his position. A manager is able to maintain and build harmonious relationships with employees,

Based on observations made by researchers in the field and through direct interactions with partners and the community, it is known that:

a. Employee Performance

1) Quality of work:

High-quality employee work, competent employees are able to do the expected work, and more than that requires employees to be diligent in carrying out their duties and take full responsibility. This is reflected in the many public complaints about the production process.

2) Punctuality:

The punctuality of employees/employees is quite good, employees/employees work according to predetermined working hours from 7 (seven) to 3 (three), employees/employees can also do their work quickly and on time. However, employee discipline is still low, because some are still late, although not every day.

3) Initiative:

Employee initiative when working is very good and also does a job without having to wait for orders from superiors, also has a confident attitude towards carrying out duties and authorities, employees are proactive in helping colleagues who have difficulties at work, and employee cooperation develops. Apart from that, the staff is also very attentive to service users, showing that they are polite, friendly and smiling to people who come to Hawu Mehara District.

4) Ability:

Employee skills are good, employees work according to their abilities, employees are also able to deal with problems related to their work, and moreover employees also understand what they are doing.

5) Communication:

Employees must have good communication, employees maintain good relations with colleagues or superiors and also have the freedom to express ideas or suggestions.

Supporting and inhibiting factors Supporting factors lie in the enthusiasm of each employee and appraisal meetings are held every week. Employees maintain good relations with colleagues or superiors and also have the freedom to express ideas or suggestions. Preventive factors are internal factors and external factors. Internal factors are suggestions that do not yet exist and can be used as a tool by the community to express their opinions on the services provided by the Hawu Mehara District Office. Although external factors come from the community. People who are dissatisfied with the service system, in this case the lack of timeliness of officers in serving the community both incoming and outgoing letters.

4 Conclusions and Suggestions

Based on the discussion, the following conclusions can be drawn:

- a. The performance of the employees of the Hawu Mehara District Office can be seen based on the 5 (five) existing dimensions, namely: quality of work, punctuality, initiative, ability and good communication. However, it is still not optimal in carrying out the dimensions of timeliness, because there are employees who are often late to work so that it hinders service.
- b. Service quality is evaluated on five dimensions: concreteness, reliability, responsibility, security and empathy. However, the reliability dimension is still not optimal because there are still many people who do not know the service quality standards at the Hawu Mehara District Office.
- c. Supporting factors are the enthusiasm of each employee at work and conducting monthly evaluation interviews. In addition, facilities and infrastructure can be put to good use in

facilitating the service process. Meanwhile, the inhibiting factors come from internal factors, namely the lack of a suggestion box that can be used as a tool by the community to express their opinions on the services of the Hawu Mehara District Office.

The suggestions from this study include:

- 1) The Hawu Mehara District Office must reprimand or punish workers who are late, so that workers are more disciplined at work and do not repeatedly make mistakes. The Hawu Mehara District Office must reward employees who perform professionally and satisfactorily so that employees are motivated to do a good job.
- 2) The Hawu Mehara District Office issues service instructions such as terms and conditions, service procedures, service fees and service delivery times, both in the form of instructions and notifications in the form of information disclosure.
- 3) The Hawu Mehara District Office should have allowed residents to submit comments or complaints about the implementation of public services as suggestions.

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