



Employee Performance in Public Services: Study at the Ranomeeto district office, South Konawe Regency

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Abstrak

Pegawai Kantor Camat Ranomeeto Kabupaten Konawe Selatan merupakan salah satu unsur penentu jalan roda penyelenggaraan pelayanan publik, dalam pemerintahan kecamatan. Oleh karena itu, pegawai dalam hal ini sebagai birokrat pemerintah dituntut untuk selalu menunjukkan kinerja baik. Penelitian ini bertujuan untuk mengetahui kinerja pegawai dalam pelayanan publik. Metode Penelitian dengan menggunakan pendekatan deskriptif kualitatif, teknik analisa data menggunakan model interaktif, teknik pengumpulan data melalui observasi, wawancara dan dokumentasi. Hasil penelitian menunjukkan bahwa kinerja pegawai pada Kantor Camat Ranomeeto Kabupaten Konawe Selatan dalam penyelenggaraan pelayanan publik telah mencapai kinerja pegawai yang baik.

Kata Kunci: *Kinerja, Pegawai, Pelayanan Publik*

Abstract

Employees of the Ranomeeto District Office of South Konawe Regency are one of the determining elements of the wheel of public service delivery in the district government, therefore employees in this case as government bureaucrats are required to always show good performance. This study aims to determine the performance of employees in public services. Research methods; qualitative descriptive approach, data analysis techniques using interactive models; data collection technique; through observation, interviews and documentation. The results showed that the performance of employees at the Ranomeeto District Office of South Konawe Regency in the implementation of public services had achieved good employee performance.

Keywords: Performance, Employees, Public Service

A. Introduction

The existence of civil servants as government apparatus or bureaucracy in the government sector covers a very broad, complex field of tasks, and involves large-scale organizational forms with a large number of personnel to carry out the administration of the state, government, including public services and development. The role of the government bureaucracy is seen as the party responsible for implementing the development of a country, as well as for meeting all the needs and interests of the community.

The implementation of public services is one of the state's efforts to fulfill the basic needs and civil rights of every citizen of the country for goods, services and administrative services provided by public service providers. Public service as explained in Law Number 25 of 2009 Article 1 point (1) states that "*public service is an activity or series of activities in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers*".

Public service is a benchmark of government performance that is most visible to the eye. The public can directly assess government performance based on the quality of public services received, because the quality of public services is in the interests of many people and the impact is directly felt by the community from all walks of life, where success in building public service performance in a professional, effective, efficient and accountable manner will raise a positive image of the government in the eyes of its citizens.

The development of public service performance always involves three main elements of public service, namely the institutional elements of the service provider, the service process and the human resources of the service provider. In this connection, efforts to improve since the enactment of Law Number 23 of 2014 concerning regional government, are expected to have a broad real impact on improving services to the community. The delegation of authority from the Central Government to the Regions enables the implementation of services with a more concise bureaucratic route and opens opportunities for Regional Governments to innovate in providing and improving the quality of services.

However, in practice there is often a view that government bureaucracy or any government bureaucracy related to obtaining a service shows symptoms that are disappointing, convoluted, long, not transparent, expensive and unsatisfactory, including a lack of coordination. Objective conditions indicate that the implementation of public services is still faced with a government system that is not yet effective and efficient and the quality of human resources for the apparatus is inadequate. This can be seen from the many complaints and grievances from the public both directly and through the mass media, such as convoluted procedures, no certainty of completion time, costs to be incurred, requirements that are not transparent, the attitude of officers who are not responsive and others.

Therefore, to overcome these conditions it is necessary to make efforts to improve the quality of public service delivery on an ongoing basis in order to create good and quality public services. Efforts to improve service quality are carried out through reforming the public service system in a comprehensive and integrated manner as outlined in laws and regulations in the form of laws. This is an important point for the government and government agencies, especially officials/employees as public service providers to carry out the duties and functions of public services in accordance with statutory regulations.

Based on the description above, the authors are interested in conducting research with the title "***Employee Performance in Public Services (Study at Ranomeeto District Office, South Konawe Regency)***".

1. Formulation of the problem

How is the performance of employees in public services at the Ranomeeto district office, South Konawe Regency?

2. Research Purposes

To find out the performance of employees in public services at the Ranomeeto district office, South Konawe Regency.

3. Benefits Of Research

- a. Theoretically; The results of this study are expected to enrich the repertoire of theoretical studies and concepts of performance and public service.
- b. Practically; The research results are expected to be a reference for the implementation of district administration in South Konawe Regency in particular and in general for

district governments throughout Indonesia and can be a reference for further studies for those who wish to conduct research in the same field.

4. Performance Concept

Performance is about doing the work and the results achieved from the work. Performance is about what is done and how to do it (Wibowo, 2014).

While the definition of performance according to the Institute of State Administration (LAN), can be interpreted as an illustration of the level of achievement of the implementation of an activity, program, policy in realizing the goals, objectives, mission and vision of the organization (Syafiee, Inu Kencana: 2003).

In the context of government organizations, the performance of government agencies is about describing the level of achievement of targets, or goals of government agencies as an elaboration of the vision, mission and strategy of government agencies which indicate the level of success and failure of implementing activities in accordance with established programs and policies.

In the book State Administration of the Republic of Indonesia, performance appraisal is an important stage in the human resource development cycle, both in the public and private sectors. This performance appraisal is a process of measuring the level of completion of tasks carried out by employees for a certain period of time using instruments that are in accordance with the character of the task. The substance of this performance measurement instrument consists of aspects that affect the quality of task implementation and can be measured through:

- a. Work performance (achievement)
- b. Expertise (skills)
- c. Behavior (attitude)
- d. Leadership (Syafiee, Inu Kencana: 2003).

5. Employee Concept

Civil Servants are people who work for the government or the State. Whereas according to Law Number 5 of 2014 concerning the State Civil Apparatus Article 1 paragraph (3) states that "Civil Servants, hereinafter abbreviated as PNS, are Indonesian citizens who meet certain requirements, appointed as employees of the State Civil Apparatus (ASN) on a permanent basis by personnel development officials to occupy government positions (Law Number 5 of 2014 concerning State Civil Apparatus).

According to Law no. 43 of 1999 Article 2 paragraph (2) Civil Servants are divided into (1) Central Civil Servants, (2) Regional Civil Servants. According to Law no. 43 of 1999 Article 2 paragraph (2) Civil Servants are divided into (1) Central Civil Servants, (2) Regional Civil Servants.

6. Public service

Public service can be interpreted as a service provider (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been determined. While the general understanding of public service according to Law Number 25 of 2009 concerning Public Services Article 1 paragraph (1) states that "Public service is an activity or a series of activities in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers". (Law Number 25 of 2009 concerning Public Service). While the general understanding of public services according to the Decree of the Minister for Administrative Reform No. 63/KEP/M.PAN/7/2003 is all service activities carried out by public service providers as an effort to fulfill the needs of service recipients and the implementation of statutory provisions. Furthermore, it is stated that public service providers are government agencies.

B. Methodology

1. Approach and Type of Research

Approach and type of research used by researchers is a qualitative approach to the type of descriptive research.

2. Locations and Research Sites

The research location is located in Ranomeeto District, South Konawe Regency. While the research site is in the Ranomeeto District Office.

3. Research focus

The focus of the research is to limit the studies studied related to 4 (four) indicators, namely; Work performance (achievement), expertise (skill), behavior (attitude) and leadership (leadership).

4. Research Informants

In this study, those who were used as key informants (key-informants) were people who were considered to own and control the information needed at the research location and site.

5. Data collection technique

The data collection techniques intended are as follows:

- a. Observation; This means that the researcher comes to the place of the activity of the person being observed.
- b. Interview; Conducted semi-structured, meaning that researchers in practice ask questions freely.
- c. Documentation; Collect and study documents related to this research, such as books, journals, newspapers and the like.

6. Data Validity

The validity or validity of the data is done by means of triangulation techniques. The triangulation technique was carried out by comparing the data, information and time obtained from the results of interviews between one informant and another at the research location and site. Thus the data obtained can be trusted and acknowledged for its truth.

7. Data analysis technique

The data analysis technique used is an interactive analysis model, this technique according to Miles, Haberman and Saldana as quoted by Tjetjep Rohindi Rohidi (2014) is applied through three streams, as follows:

- a. Data Collection
- b. Data Condensation.
- c. Data Display (presentation of data).
- d. Conclusion Drawing/verification.

C. Results and Discussion

Based on the opinion of the State Administration Agency in the book State Administration System of the Republic of Indonesia explains that the description of the level of achievement of the implementation of an activity, program, policy in realizing the goals, objectives, mission and vision of the organization. In the context of government organizations, the performance of government agencies is about describing the level of achievement of targets, or goals of government agencies as an elaboration of the vision, mission and strategies of government agencies which indicate the level of success and failure of implementing activities in accordance with established programs and policies.

Likewise, the performance of employees as part of government agencies must play an active role in showing their performance, especially in the field of public services. Employee performance in public services is needed, because with this performance it will be known how far the employee's ability to carry out the task. Therefore, to find out how far the ability and success of employees in carrying out their duties, it is necessary to conduct a performance appraisal. This performance appraisal is a process of measuring the level of completion of tasks carried out by employees for a certain period of time using instruments that are in accordance with the character of the task. The substance of the performance measurement instrument in this case consists of aspects that affect the implementation of tasks that are measured or assessed based on 4 (four) indicators as follows.

a. Work performance (achievement)

Employee performance in this case is the work of employees in carrying out their duties both in terms of quality and quantity of work. In terms of the quality of work, employees at the Ranomeeto Sub-district Office, Konawe Selatan Regency, have provided good service to the community in terms of physical services as assessed by the cleanliness and comfort of the office space. This is supported by observational data that has been carried out and interviews with employees and the public which shows that the category of Government Offices or

Agencies is clean, neat and also comfortable to look at. The results of this study are in line with the opinion of Syafiee, Inu Kencana, (2003), by saying that the substance of this performance measurement instrument consists of aspects that affect the quality of task implementation and can be measured through achievement.

b. Expertise (skills)

Based on data from interviews and observations, it shows that in terms of the expertise of the employees of the Ranomeeto Sub-District Office of South Konawe Regency, they have employees who are proficient in operating computers so they can work well, while employees who lack expertise in this regard overcome their deficiencies by conducting independent training, namely learning and acquiring knowledge. from other, more experienced employees. The results of this study are in line with the opinion of Syafiee, Inu Kencana, (2003), by saying that the substance of this performance measurement instrument consists of aspects that affect the quality of task execution and can be measured through expertise (soft skills).

c. Behavior

Behavior is the attitude or behavior of employees that is attached to him and carried out in his duties. Behavior in this case includes discipline, good communication, responsibility, and employee friendliness. Based on observational data and interviews with employees of the Ranomeeto district office South Konawe Regency, it shows that regarding employee discipline, it can be seen by looking at the attendance list for incoming and outgoing employees. Employees must be in the office before at 8 pm because they have to attend the morning assembly activities. Meanwhile, in the form of friendliness and communication, employees have shown a friendly and polite attitude towards the community so that it is easier for the community to communicate and convey their complaints regarding the services received. The results of this study are in line with the opinion of Syafiee, Inu Kencana, (2003), by saying that the substance of this performance measurement instrument consists of aspects that affect the quality of task execution and can be measured through attitude.

d. Leadership

Based on data from interviews and statements from several informants, it shows that the Camat as a leader is a leader or Camat who is strict and disciplined towards his employees, in this case the leadership always instructs employees to come to the office early and attend morning assembly. The discipline attitude of a leader is really needed because the leader's behavior becomes a reflection and example of attitude for its members. The results of this study are in line with the opinion of Syafiee, Inu Kencana, (2003), by saying that the substance of this performance measurement instrument consists of aspects that affect the quality of task implementation and can be measured through leadership.

D. Conclusions

a. Conclusion

The performance of employees in public services at the Ranomeeto District Office of South Konawe Regency, based on research results, shows indicators of achievement, skill, attitude and leadership have shown good results, this is because in the delivery of services The public service has been running well and the services provided are included in the category of good and quality services.

b. Suggestion

The performance of employees in public services at the Ranomeeto district Office, Konawe Selatan Regency, which is assessed based on achievement, skill, attitude and leadership criteria, is maintained even if it can always be improved.

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