

Analysis of Employee Performance in Providing Administrative Services to the Community (Case Study at the Karang Baru Village Office, Selaparang District, Mataram City, West Nusa Tenggara Province)

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Abstract

The essence of performance is a result achieved by employees in carrying out their tasks or work efficiently and effectively. In terms of administrative services, these are services that produce various forms of official documents needed by the community. The problem in this research is that the performance of employees at the sub district office is not optimal in providing administrative services to the community at the Karang Baru Sub district office, Selaparang District, Mataram City, West Nusa Tenggara Province. The aim of this research is to determine the performance of sub-district office employees who are not yet optimal in providing administrative services to the community in Karang Baru sub-district. This research uses a qualitative approach and data collection methods using interviews, observation and documentation. Based on the research results, it is known that the performance of employees at the Karang Baru sub-district office is still less than optimal in providing administrative services to the community.

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1. INTRODUCTION

Employee performance is one of the factors that determines the success of an organization or company in achieving its goals. Good performance is a desirable condition in the world of work. Thus, the performance of employees must receive attention from company leaders, because a decline in employee performance can affect the company's overall performance. An employee will feel proud and satisfied with the achievements he has achieved based on the performance he has provided for the company. The city government and its officials act as administrators providing government, development and community public services as well as fostering peace and order in their area. So we need city officials who are truly capable and can cooperate in carrying out the tasks they are responsible for.

The existence of city officials who are also given duties in the administrative sector, occupy a very important position, because as the lowest part of the government, they know exactly all the conditions and problems that exist in the area, so data input to the sub-district government regarding various information and information is really needed in making regional and national policies for overall development needs. City officials in carrying out their daily duties, especially those relating to the presentation of required data and information, are increasingly required to have hard work and optimal abilities to facilitate the implementation of government duties. The thoughts mentioned above are related to the real condition of the apparatus at the Karang Baru Sub district office, Selaparang District, Mataram City, West Nusa Tenggara Province, as the place for this planned research, according to the author's initial observations, shows that the ability of Karang Baru sub district officials in carrying out their duties, especially in preparing materials and

information. required for public services, the results are still minimal or have not been implemented optimally. And it is not in accordance with the SOP (Standard Operating Procedure) that applies at the Karang Baru sub-district office.

Judging from the implementation of administrative tasks that are not carried out well and consistently according to the provisions, both general administration, population administration services, and other administration. For example, in providing population administration services:

1. making a cover letter for a Resident Identity Card (KTP),
2. introduction to Family Cards (KK),
3. introduction to marriage certificate,
4. birth certificate introduction,
5. transfer letter,
6. certificate of incapacity,
7. business license and others.

The low capacity of services provided is part of the problems shown in the field. Among them is that the performance of Karang Baru Mataram subdistrict office employees is still not optimal in providing administrative services to the community.

The government as a provider of public services or administrative services needed by the community must be responsible and continue to strive to provide the best services to improve public services. According to Ratminto and Winarsih (2016:11) that "public services or general services can be defined as all forms of services, both in the form of public goods and public services which in principle are the responsibility and implemented by government agencies at the central, regional and environmental levels in an effort to meet community needs.

Public service principles are the basic principles that serve as a reference in organizing, work references, and performance assessment guidelines for each public service providing institution. These principles, which can be categorized as general principles of good public administration, must be general in nature and adaptive to the unique types of services that may be provided, which directly touch the nature of public services.

According to Ricky W. Griffin in Irham (2014:67), the two basic categories of assessment methods that are often used in organizations are objective methods and consideration methods.

1. Objective methods concern the extent to which a person can work and show evidence of his ability to work according to his abilities.
2. Method Judgmental methods are an assessment method based on the ranking value of an employee. If he has a high ranking value, it means he has good performance quality, and vice versa.

Measuring employee performance is important for public service agencies. By knowing the weaknesses and strengths, obstacles and incentives, or various success factors for employee and institutional performance, the path to professionalization is opened, namely correcting the mistakes made so far. According to Robbins (2014: 260), there are five indicators for measuring individual employee performance, namely; 1) Quality 2) Quantity 3) Timeliness . 4) Effectiveness. 5) Independence.

Based on the theory above, researchers used indicators from Robbins (2014: 260), in assessing employee performance in the Karang Baru sub-district. This indicator is used by researchers because this indicator is more appropriate if it is related to the focus and formulation of research problems in terms of quality, quantity, timeliness, effectiveness, independence, so that more accurate organizational performance measurement results will be obtained.

2. RESEARCH METHOD

This research uses qualitative methods with the aim of describing and explaining events experienced by research subjects regarding the performance of Lurah Office employees in providing administrative services to the people of Karang Baru sub-district, Selaparang District

The data collection methods used by researchers are interviews and documentation. The data obtained is the result of interviews with the head of the Karang Baru environment, Selaparang District, Mataram City, West Nusa Tenggara Province, with the aim of getting a complete picture of employee performance such as quality, quantity, timeliness, effectiveness and employee independence in the Karang Baru sub-district. The second method is the documentation method. Most of the data is in the form of letters, daily notes. Souvenirs, photo archive journals, results of meeting activities, etc. Documentary materials are divided into several types, namely letters, autobiographies, books or diaries, clippings, memorials, data on servers and flash disks, government or private documents, data stored on websites, and so on. This type of data can help store past information. In this research, researchers use techniques by being at the research location and will take notes, photocopy archives and documents such as profiles of the Karang Baru sub-district, photos of employee performance in the Karang Baru sub-district and employee attendance lists. The population in this study were all employees in the Kanto sub-district of Karang Baru, Selaparang sub-district, Mataram city, West Nusa Tenggara province, total was 15 people.

Next, the data is analysed using certain methods. According to Mudjirahardjo in Sujarweni (2015) data analysis is an activity to organize, sort, group, code or mark, and categorize it, so that a finding is obtained based on the focus or problem to be answered. The data analysis method used in this research is the Qualitative Descriptive method using Interactive Analysis which includes various stages, including; 1) Data collection is collecting all data obtained according to the original data, 2) Data reduction is a process carried out by selecting from field data, 3) Data presentation is a collection of information compiled to draw conclusions and take action and 4) Drawing conclusions

3. RESULTS AND DISCUSSION

Based on research findings, it is explained that in general the city government apparatus is a tool for administering government in cities and sub-districts. As government administrators in sub-districts, sub-district government officials have the main duties and functions of improving the quality of public services. The main tasks of sub-district Government Apparatus in an effort to improve the quality of public services in Karang Baru Village, Selaparang District, Mataram City, West Nusa Tenggara Province, Firstly, to provide and provide public services for the community must include four principles (prime service), namely: fast, precise, accurate, and quality. (a) Fast, meaning that the sub-district government must provide fast service because in this case the community does not need a long waiting time; (b) Accurate, meaning accuracy in various aspects, namely: aspects of time, targets, procedure costs, quality and quantity and competency of officers; (c) Accurate, there must be certainty, its validity cannot be doubted and it has legal force; (d) Quality, meaning that it is not modest, in accordance with the wishes of the community, satisfactory, impartial and in the interests of the community. Second, complement existing facilities. Third, the discipline of the authorities by making attendance lists. Fourth, create closeness and ease of connection. with society.

Apart from having main duties, all sub-district Government Apparatus also have main functions in efforts to improve the quality of public services at the Karang Baru sub-district head office. The main function is to serve, guide and fulfill the needs of the community in the field of public services. First, the function of serving means that as a sub-district

government apparatus, the sub-district is obliged to serve the needs of the community related to public services, for example: serving the community who want to get an identity card (KTP). Sub-district government officials must serve the community well, by making the process of making an ID card easier, not making it more difficult. Second, the guiding function means that as a sub-district government apparatus, if there are people who need guidance regarding public services, then the government apparatus is obliged to provide direction to the community regarding these public services, for example: in making family cards (KK), the Village government is obliged to provide direction to the community regarding procedure for making a family card (KK). Third, to fulfill its purpose as sub-district government officials are obliged to meet the needs of the community in the field of public services, for example: if there are people who want to make a certificate, then the government apparatus is obliged to fulfill it by making the certificate as soon as possible. The duties and functions of the Government Apparatus above are the main duties and functions of the Village Government as government administrators in the Karang Baru sub-district.

In addition, to improve the tasks and performance functions of Government Apparatus in an effort to improve the quality of public services, the Government provides services that include service management in the administrative sector and service management in the non-administrative sector. Services in the administrative sector include managing books: (1) general administration; (2) population administration; (3) financial administration; (4) BPD administration; and (5) other administration. Meanwhile, non-administrative service management includes: (1) empowering the Karang Baru sub-district community, (2) increasing human resources through coaching and training, (3) carrying out coaching for youth organizations and village community institutions, all of which can be seen from the description each task of the Village government apparatus.

Meanwhile, Interactive Analysis is a way of obtaining data in various ways, namely; 1) Data collection is collecting all data obtained according to the original data. 2) Data reduction is a process carried out by selecting from field data. 3) Presentation of data is a collection of information compiled to draw conclusions and take action. The purpose of this research is to determine the performance of Lurah Office employees in providing administrative services to the community. Public services at the Karang Baru Village Head Office include: Processing Family Cards (KK), Managing Resident Identity Cards (KTP), Managing Moving Certificates, Registration of Certificates of Disability, Processing Birth Certificate Introductions, Certificates of Good Behaviour, Land Administration (registration certificate of land ownership history for former forest cultivation land, registration of a certificate of land ownership history for inherited land. Based on the results of observations, if the requirements have been met then it can be processed or made.

The Selaparang District Government, Karang Baru Village, does not have regulations governing administrative funding for handling correspondence in its area. This also shows that the public also has to pay money to make the letter. In fact, people are asking about this financing issue, but the community does not have the courage to ask about it, for the reason that they are worried that their letters (administrative files) will not be processed.

If we look at the working hours, the results of the analysis of the interview results, the officers' arrival and departure work times, not all officers comply with the rules. At 08.00 WIB he went to work but there were officers who arrived later than the appointed time. When you finish your break, you should be entering the office at 14.00, but at that time there are several individuals who have not yet entered, even though at that time there are people who want to deal with creating/correcting incorrect data. 16.00 WIB is the time to go home from work. Not all officers go home on time. Before the appointed time to go home, there were officials who went home first, claiming that they had no work left. This means they do

not feel guilty for their actions, lack responsibility for their work and they also do not use their role and status well.

The level of employee absenteeism and delays in employee working hours in Karang Baru Village is quite high, which has a negative impact on work productivity in providing services to the community. This is because employees who are frequently absent have low morale and work motivation, so they cannot carry out their work well and do not get maximum work results. Efforts made to increase work productivity are by reducing the level of employee absenteeism, reducing the level of late working hours. The Karang Baru Village Head can provide positive motivation in the form of gifts or incentives for employees who have low absenteeism rates and for employees who have high absenteeism rates, they need to be given negative motivation in the form of punishments or warnings. If a job is completed by many employees, the work is completed more quickly, so employee work productivity also increases. On the other hand, if the work is carried out by a small number of employees, then the work is not completed quickly so work productivity decreases. If the three factors above are carried out simultaneously, they will further increase employee productivity.

In an effort to increase employee work productivity in Karang Baru Village, regulations regarding procedures for not coming to work and regulations regarding working hours must be implemented strictly. This is done to control the level of employee absenteeism so that it is not too high, in addition, regulations regarding working hours are strictly enforced so that employees enter and leave work according to the regulated working hours. If an employee violates these regulations, the Karang Baru Village Head can impose punishment in the form of reducing his salary or not providing the incentives that have been provided. In this way, employees are increasingly aware of the rights and obligations of the company and employees.

4. CONCLUSION

Based on the results of the research and discussion, it can be concluded that the performance of employees at the Karang Baru Village Head Office, Selaparang District is still less than optimal in providing administrative services to the community. This can be seen from the length of the process for writing correspondence, the staff's arrival and departure work times, not all officials comply with the rules, the level of employee absenteeism and late working hours for Karang Baru Village employees is quite high.

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