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Employee Performance at the Ratahan Sub-District Office, Southeast Minahasa Regency

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ABSTRACT

This study aims to discover, analyze and describe worker overall performance in records collection using commentary, interview and documentation techniques. records analysis via facts reduction, facts Presentation, and Drawing Conclusions. studies used is descriptive qualitative. sources of records used are number one facts and secondary facts. information series the usage of commentary techniques, interviews and documentation. statistics analysis via records reduction, Datsa Presentation, and Drawing Conclusions. The studies vicinity is within the Ratahan Sub-district office, Southeast Minahasa Regency. based on the consequences of the take a look at, it may be concluded that the overall performance of personnel at the Ratahan sub-district workplace is reviewed from 4 assessment signs 1. Service Standards Employee performance is not optimal and effective. 2. Feedback Employee performance is still not up to standard. 3. Facilities and infrastructure Facilities are inadequate, or still not up to standard, in terms of service employees have high discipline. 4. The competence of Service Provider Officers is reviewed after the completion time, there is a guarantee for completion time, but there are several internal and external factors that make the process of making this document hampered, the service process is free of charge.

Keywords: Performance, Employees, Ratahan District Office

1. INTRODUCTION

An organisation is a consciously coordinated social unit, with relatively identifiable boundaries, working continuously to achieve a goal. Explicitly, this definition assumes the need to coordinate patterns of human interaction. The success of an organisation .

The success of an organisation or agency is seen from one of the indicators of individual performance assessment in an agency or organisation, employee performance analysis is needed in measuring, comparing, and even assessing the quality of human resources working in an agency or organisation. With performance appraisal, each individual can measure the failure and success of the implementation of a programme, vision and mission that has been previously set before.

The contribution of employees to an organisation will determine the progress or decline of the organisation. Employee contribution to the organisation will be important, if done with effective action and behave correctly, not only the amount of effort but also the direction of the effort. Thus, every employee needs to know exactly what is his main responsibility, what

kind of performance he must achieve and be able to measure himself according to his success indicators. Every company, both private and government, has a goal to achieve.

Basically, the main goal of the company is to make a profit. Companies that are ready to compete must have effective management because with management the company's goals will be easier to achieve. control is the science and artwork of coping with the procedure of utilising human assets and different sources efficiently and correctly to reap a certain aim. Human assets or what we frequently know as employees are a figuring out detail in achieving the dreams of presidency corporations and as a determinant of the walking of the business enterprise.

Public servants are positioned as elements of the kingdom apparatus whose undertaking is to provide offerings to the public in a expert, honest, truthful and equitable manner in sporting out state, government and improvement responsibilities. one of the elements that decide the fulfillment of an company or enterprise is the employer's ability to offer the first-class carrier to the community or public so that the pleasant of service determines the nice of employees who offer offerings,

considered one of that is crucial. The success factor of the agency as a service to the community depends on the performance of employees who manage all administrative affairs [1].

Performance is a condition that shows the ability of an employee to carry out tasks in accordance with the standards set by the organisation to employees in accordance with their duties and responsibilities [2]. authorities law (PP) quantity 30 of 2019 regarding overall performance Appraisal of Civil Servants (PNS), performance Appraisal of PNS ambitions to make certain the objectivity of civil servant improvement based totally on a merit machine and career machine.

The evaluation is done primarily based on performance making plans at the character stage and unit or corporation stage, taking into account the objectives, achievements, outcomes, and benefits accomplished, as well as the behaviour of civil servants. Article 4 of government law (PP) variety 30 of 2019 regarding overall performance Appraisal of Civil Servants (PNS) reads that PNS performance Appraisal is executed primarily based on the principles of: goal; measurable; accountable; participatory; and obvious.

According with the effects of initial observations made by way of researchers at the Ratahan Sub-District office, Southeast Minahasa Regency, related to the overall performance of employees inside the Ratahan Sub-District workplace that there are personnel who most effective master their elements, and also the low subject of employees. This resulted in lots of arriving past due and leaving irregularly. this can absolutely have an impact on the offerings supplied to the community.

Overall performance measurement Larry D. Stout adalah The procedure of recording and measuring the fulfillment of the implementation of sports closer to the transport of the assignment (assignment success) thru the results introduced inside the shape of products, services, or a technique [3].

This activity allows the organisation to eliminate the patterns and behaviour of its employees in carrying out tasks, besides that the organisation will be able to know the position that has been achieved in the framework of the journey in the direction that has been determined in the statement of strategic planning. which is definitely within the scope of management. [4].

Authorities law (PP) variety 30 of 2019 regarding overall performance Appraisal of Civil Servants (PNS), PNS overall performance Appraisal objectives to make certain the objectivity of civil servant development based totally on a benefit gadget and career gadget. This evaluation is completed primarily based on a overall performance plan at the character degree and unit or company stage, contemplating the objectives, achievements, results, and advantages finished, in addition to the behaviour of civil servants. performance

Appraisal of Civil Servants (PNS) reads overall performance Appraisal of PNS is carried out based on the principles: goal; measurable; accountable; participatory; and transparent [5].

Employee overall performance is a characteristic of the interaction among ability and motivation. inside the study of employee or worker performance management, there are matters that require essential attention due to the fact the character performance of an worker in an employer is a part of an organization's overall performance, and may determine the performance of the corporation [6].

The success or failure of employee overall performance that has been finished with the aid of the enterprise may be motivated by way of the level of overall performance of employees individually and in organizations. The contribution of personnel to an organisation will determine the progress or decline of the employer. If performed with powerful moves and accurate behaviour, no longer simplest the quantity of commercial enterprise however also the route of the business. accordingly, each worker desires to recognize exactly what his foremost duty is, what form of overall performance he must achieve and be able to measure himself according to his achievement indicators. Every company, both private and government, has a goal to achieve.

Basically, the main goal of the company is to make a profit. Companies that are ready to compete must have effective management because with management the company's goals will be easier to achieve. Control is the technological know-how and artwork of managing the technique of the usage of human sources and other sources efficaciously and correctly to reap a sure aim."[4]

In accordance with the results of preliminary observations made by researchers at the Ratahan Sub-District Office, Southeast Minahasa Regency, related to the performance of employees in the Ratahan Sub-District Office that there are employees who only master their parts, and also the low discipline of employees. This resulted in many arriving late and leaving irregularly. This will certainly have an impact on the services provided to the community.

By looking at this, the researcher felt that this problem was a very important problem to study, therefore the researcher drew the research title as Employee Performance at the Ratahan Sub-District Office, Southeast Minahasa Regency.

2. RESEARCH METHOD

The research approach used by the author in the study is qualitative research. Researchers are interested in using qualitative research methods[7].

Primary data: data generated through interviews conducted and taking the results of respondents from sources. Secondary data: some information and data available at the Ratahan Sub-District Office, Southeast Minahasa Regency.

Facts collection strategies; in accumulating facts researchers use, statement, interviews / interviews and documentation. The statistics evaluation technique used in this research is the interactive model records evaluation approach in step with Miles Huberman in which includes statistics series, statistics reduction, information presentation, and end drawing / verification [7].

In checking out the validity of information in this qualitative research, it's far carried out starting from the credibility test (internal validation), transferability (external validation), dependability (reliability), and confirmability (objectivity).

3. RESULT AND DISCUSSION

Prawirosentono argues that performance is the result of work achieved via an worker or group of personnel in an company according with the authority or duty in an corporation worried legally, not a criminal offense and in accordance with morals and ethics. L. W Rue and L. L Byars define performance as "the degree of achievement" or the level of success of effects. In other phrases, overall performance is the level of fulfillment of organisational desires. in the meantime, Mahsun defines overall performance as an outline of the extent of fulfillment of the implementation of an interest / software / coverage in realising the goals, objectives, imaginative and prescient and assignment of the employer as stated inside the strategic planning of an organization.

Based on a number of those definitions, it may be concluded that what is supposed via overall performance is an outline of the level of fulfillment of the implementation of an activity / application / coverage in realising the dreams, targets, imaginative and prescient and project of the business enterprise legally, not a criminal offense and according with morals and ethics, as stated inside the components of strategic planning of the company worried.

In this case, the performance in question is the performance of the Lampung Provincial Narcotics Board for the Prevention of Drug Abuse. In addition, Zauhar argues that performance includes: "individual performance, group performance and institutional performance".

man or woman overall performance can be seen from competencies, realistic competencies, competence, know-how and information, breadth of knowledge,

attitudes and behaviour, guidelines, creativity, morality and others. at the same time as group performance may be visible from the aspects of cooperation, integrity, discipline, loyalty, and so forth. meanwhile, institutional overall performance may be visible from its dating with other conditions, flexibility, adaptability, war resolution, and many others.

Overall performance as a photograph is tied to the volume of achievement in the implementation of an interest / program / insurance in realising the dreams, dreams, imaginative and prescient and undertaking of the corporation as stated within the strategic planning of an enterprise. ordinary overall performance is the give up end result of a mission achieved via way of an worker or institution of personnel in an business enterprise in accordance with the authority or responsibility in an organisation worried according with morals and ethics [8]. This definition may be concluded that, what is meant by performance is a description of the level of fulfillment of the implementation of an pastime / application / policy in realising the dreams, goals, vision and task of the agency legally, now not a crime and in accordance with morals and ethics, that are contained inside the components of strategic planning (strategic making plans) of the agency worried.

There are five very important performance indicators that need to be considered, namely:

1. Standards

Standards are critical because they tell you while a goal can be finished. standards are a measure of whether the desired aim can be achieved. with out standards, it can not be recognized whilst a purpose is performed.

2. Feedback

feedback is enter this is used to degree overall performance skills, overall performance requirements and advantage desires. With remarks, an assessment of average overall performance is finished and as a end result, performance enhancements may be made.

3. Tools and means

Equipment and advice are sources that may be used to help entire goals efficaciously. tools and method are helping elements for aim success. with out gear and way, specific activity duties can't be achieved and targets cannot be completed as they must. without tools it's far not possible to do the paintings.

4. Competence

Competence is a key requirement in performance. Competence is the capability possessed through a person to perform the job given to him/her nicely.

people ought to do greater than simply study some thing, people need to be capable of do their jobs nicely. Competence permits a person to recognise the paintings-related responsibilities required to achieve goals.

5. Motive

Motive is the reason or driver for someone to do something. Motivation is the reason or drive for a person to do something. Above facilitates motivation to employees by intensive money, providing measurements, setting challenging goals, setting affordable standards, asking for feedback, providing freedom of action, including time to do work.

The focus of this research is how Employee Performance at the Ratahan Sub-District Office, Southeast Minahasa Regency. By using indicators according to Wibowo, there are five very important performance indicators that need to be considered, namely:

3.1. Service Standard

Primarily based on the outcomes of interviews performed by using researchers, on the research region on 1 November 2022 associated with the first indicator, it could be concluded that employee overall performance remains now not effective and top-quality, that is bolstered by using numerous findings and responses given by way of informants, that employee performance on the Ratahan sub-district workplace continues to be unable to minimise elements that avoid carrier, and worker overall performance on the Ratahan sub-district office remains not able to provide innovation and reform for the offerings supplied, and also limited centers cause employee overall performance to be hampered.

The concept of performance can essentially be visible from two aspects, namely worker (character) overall performance and organisational performance. we will understand that worker performance is the result of person work in an business enterprise, while organisational overall performance is the totality of the paintings completed by means of an enterprise. worker overall performance and organisational performance have a totally near relationship because the success of organisational dreams can not be separated from the active position of people as actors in efforts to attain those organisational desires.

Performance describes how far the organisation has achieved results when compared to its previous performance compared to other organisations (benchmarking), and how far it has achieved the goals and targets that have been set. And to be able to make these comparisons or achieve these goals, a clear operational definition of goals and objectives, service outputs and outcomes, and a definition of the level of quality expected from these outputs and outcomes, quantitatively or qualitatively.

Process performance describes whether an organisation's designed processes enable it to achieve its mission and individual goals, are designed as a system, are capable of delivering both quality and timely output, provide the information and human factors needed to maintain the system, and whether the process of developing skills is appropriate to the demands of the day. Individual performance questions whether individual goals or missions are in line with the organisation's mission, whether individuals face obstacles in working and achieving results, whether individuals have mental, physical and emotional abilities at work, whether they have high motivation, knowledge, skills and experience at work. The classification of performance presented above carries an implication that the concept of performance should be interpreted broadly both at the organisational level, in the process and at the individual level, where all are equally important. These three levels of performance are interrelated and equally determine the achievement of goals.

Loina (assumes that service is "an typical procedure of shaping the agency's picture, each thru the news media, shaping corporate way of life internally, and speaking the company's views to government leaders and other interested publics. Kurniawan said that public provider is the provision of offerings (serving) the needs of different people or communities that have an hobby in the business enterprise in accordance with the main rules and techniques that have been mounted.

Meanwhile, the Minister of Administrative Reform stated that offerings are all forms of service sports inside the form of products and services if you want to fulfil the needs of the community. service approaches ought to be owned by using every public provider provider institution to make certain that exceptional offerings are furnished through public carrier providers so that service recipients sense a high value for these services. without clean procedures, it will be very viable that the services furnished are a long way from public expectations. In such situations, there might be a high expectation gap.

Public carrier is an pastime accomplished by means of a person or institution of humans based totally on material elements or a certain device of strategies and methods with a view to fulfil the interests of others in accordance with their rights. He additionally concluded that provider is basically a chain of sports, because it's miles a process. As a technique, offerings take location mechanically and constantly, overlaying the whole life of human beings in society.

Performance is a description of the level of success of the implementation of an hobby / program / coverage in realising the dreams, targets, assignment and vision of the organization as said within the strategic planning

of an company. overall performance is a multi-dimensional construct that consists of many elements that affect it. Gibson states that person performance is the basis of organisational performance which is strongly encouraged by way of individual characteristics, person motivation, expectations, and exams made via management at the achievement of man or woman work effects. Public service is the provision of services (serving) the needs of other people or communities that have an interest in the organisation according to their respective needs.

The components of public service standards are made to provide the widest possible information to the public so that the community is facilitated to reach basic services that lead to community welfare. Because the existence of public service standards provides open access to information to the public so that in the service process, both requirements, procedures, costs and time periods can be measured and known to the public without experiencing confusion and demanding public supervision in its implementation [9].

Regarding the first indicator, it can be concluded that employee performance is still not effective and optimal, this is reinforced by several findings and responses given by informants, that employee performance at the Ratahan sub-district office is still unable to minimise factors that hinder service, and employee performance at the Ratahan sub-district office is still unable to provide innovation and reform for the services provided, and also limited facilities cause employee performance to be hampered.

3.2. Feedback

Feedback is an input that is used to measure overall performance talents, overall performance standards and gain dreams. With comments, an assessment of performance is finished and as a end result overall performance upgrades may be made.

Based on the results of interviews conducted by researchers at the research location on 1 nov 2022, related to employee performance at the ratahan sub-district office, southeast minahasa district, in terms of feedback indicators, it can be concluded that employee performance does have a goal in providing services in the form of performance produced, and the performance carried out is optimal because it is always evaluated in each employee with a direct supervisor, and employees in the ratahan sub-district office are prepared to always be mediators and problem solvers so that they can help the community in solving their problems.

Government and end result Act, A Mandate for Strategic planning and performance measurement, overall performance size is a control device to improve

the first-rate of decision making and duty. therefore, its software would require a clear articulation of the project, goals, and targets that can be measured, and related to the outcomes or outcomedof each programme implemented.

Meanwhile, according to Larry D. Stout, overall performance dimension is the process of recording and measuring the success of the implementation of sports inside the course of undertaking accomplishment through the outcomes added inside the shape of merchandise, offerings, or a technique.

feedback is enter this is used to degree performance talents, performance requirements and obtain desires. With feedback, an evaluation of overall performance is finished and as a end result overall performance upgrades may be made.

performance measurement is a control tool to improve the quality of decision making and accountability. accordingly, in its software, a clean articulation of the task, desires and objectives that can be measured and connected to the results or outcomes of each programme applied may be required [10].

The feedback indicator can be concluded that employee performance does have a goal in providing services in the form of the resulting performance, and the performance carried out is optimal because an evaluation is always carried out in each employee with a direct supervisor, and employees in the Ratahan sub-district office are prepared to be able to always be a mediator and problem solver so that they can help the community in solving their problems.

3.3 Facilities and Infrastructure

Based on the results of interviews conducted by researchers on 1 November 2022 at the research location through this third indicator, it can be concluded that employee performance in terms of facilities and infrastructure or facilities used is in accordance with the standards in providing services and supporting employee performance, it is found that there are still many facilities that are lacking so that services are sometimes delayed, and for ease of access, the ratahan sub-district office itself is very easy to access and also its services, and to apply our discipline in the ratahan sub-district office always strives so that every employee can provide good performance and optimal service.

Facilities and infrastructure or facilities are everything that facilitates and facilitates the implementation of an effort to achieve a goal that has been determined together [11].

Facilities and infrastructure standards are minimum criteria regarding facilities and infrastructure in accordance with the needs of the content and performance process in order to fulfil the achievement

of a goal [12] The role of service facilities is very important because the role of this facility is one that greatly affects the improvement of the quality of public services. With adequate service facilities, it can make people more satisfied and feel comfortable while in the service room. In providing services will not be separated from the elements of management: Labour, sources of costs, materials and materials, equipment and machinery, ways of working, marketing, and finally service [13].

In accordance with the results of the study regarding indicators of facilities and infrastructure or facilities used are in accordance with the standards in providing services and supporting employee performance, it is found that there are still many facilities that are lacking so that services are sometimes slow, and for ease of access, the ratahan sub-district office itself is very easy to access and also its services, and to apply our discipline in the ratahan sub-district office always strives so that every employee can provide good performance and optimal service.

3.4 Competence of Service Company Personnel

Imparting services (serving) the needs of clients or human beings who've an interest in the organisation according with the principle regulations or procedures stipulated is defined as public service. in the Decree of the Minister of Administrative Reform wide variety 63 of 2003 public offerings or public services may be described, "As all forms of offerings, both in the form of public goods and public services which in principle are the obligation of and are accomplished by means of government companies on the center, inside the regions, and inside nation-Owned organizations or domestically-Owned organisations if you want to fulfil the desires of the network as well as inside the context of implementing the provisions of laws and regulations [14].

Management is not only limited to directing people and tasks or functions as stated by Pfiffner, but management includes a broader understanding, namely up to the mobilisation of other resources involved in activities to move and harmonise human resources and other resources in order to carry out tasks to achieve predetermined goals [15].

In accordance with the results of interviews related to indicators of service delivery competence in employee performance at the Ratahan District Office, Minahasa Tenggara Regency, related to several questions given by researchers, it can be concluded that in the process of employee performance in providing services in terms of completion time there is a guarantee of completion time, but there are several internal and external factors that make the process of making this document slowed down, but for the entire service process employees are always the mediator in providing

understanding and problem solving for every community that comes to get services in making important documents and also in the service process is free of charge or free.

4. CONCLUSION

From the results of research and discussion, it can be concluded that employee performance is still not effective and optimal, this is due to indicators that have not been implemented, among others:

1. Service Standard.

In the first indicator, it is concluded that the performance of employees at the Ratahan sub-district office is still unable to minimise factors that hinder service, and the performance of employees at the Ratahan sub-district office is still unable to provide innovation and reform for the services provided, and also limited facilities cause employee performance to be hampered.

2. Feedback

Employee performance does have a goal in providing services in the form of the resulting performance, and the performance carried out is optimal because an evaluation has been carried out in each employee with a direct supervisor, and employees at the Ratahan sub-district office are prepared to be able to always be a mediator and problem solver so that they can help the community in solving their problems.

3. Facilities and infrastructure

Employee performance in terms of facilities and infrastructure or facilities used is in accordance with the standards in providing services and supporting employee performance, it is found that there are still many facilities that are lacking so that services are sometimes delayed, and for ease of access, the ratahan sub-district office itself is very easy to access and also its services, and to apply discipline we at the ratahan sub-district office always strive so that every employee can provide good performance and optimal service.

4. Service provider officer competence

In the process of employee performance in providing services in terms of completion time, there is a guarantee of completion time, but there are several internal and external factors that make the process of making this document delayed, in the service process it is free of charge.

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