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| **DYNAMICS**  E-ISSN 1411-4461  **Journal of Public Administration**  Volume 1 | Nomor 4 | November 2023 |
| **EMPLOYEE PERFORMANCE AT THE PURWOKERTO KULON OFFICE, PURWOKERTO SELATAN DISTRICT, BANYUMAS DISTRICT**  **1Seyaningrum, 2 Taufik Purboyo**  1FISIP, Universitas Wijayakusuma Purwokerto  2 FISIP, Universitas Wijayakusuma Purwokerto  [1setiyaningrum143@gmail.com](mailto:1setiyaningrum143@gmail.com) ,[2taufikpurboyofisip@gmail.com](mailto:2taufikpurboyofisip@gmail.com) |
| **ABSTRACT** |
| Good service is also supported by good performance, performance appraisal is important in order to evaluate and assess employee performance in accordance with their respective jobs.The aim of this research is to analyze and describe the performance of employees at the Purwokerto Kulon Village Office, South Purwokerto District, Banyumas Regency. The research method used in this research is descriptive qualitative. The method for determining informants uses a purposive sampling technique. This research uses data collection techniques of in-depth interviews, observation and dolumentation. Meanwhile the data analysis method uses an interactive analysis model. Based on the research results, it can be concluded that employee performance at the Purwokerto Kulon Office, South Purwokerto District, Banyumas Regency can be said to be not optimal. It is necessary to carry out both formal and informal training for employees to improve the quality of service in termns of human resources, especially in terms of understanding the use of technology, one of which is in implementing the SUSANMAS application (Community satisfaction survey) through SIPPN (One-stop electronic system). |
| **Keywords;** District office; Employee Performance; Publik Service. |

1. **INTRODUCTION**

The development of apparatus resources is very necessary because the position and role of civil servants is that of the state apparatus to carry out government and development in order to achieve national goals as stated in the preamble to the 1945 Constitution, namely protecting the entire Indonesian nation and all of Indonesia's blood and advancing general welfare, making the life of the nation intelligent. and participate in implementing world order based on freedom, eternal peace and social justice. Based on Article 208 of Law Number 23 of 2014 concerning Regional Government, it is stated that the Regional Head and DPRD in carrying out government affairs are assisted by regional officials. Regional government needs to be balanced with improved performance by the entire bureaucracy. This is because in the era of regional autonomy there will be a phenomenon of various kinds of demands from all levels of society, so that the government bureaucracy, both in terms of institutions, performance and community services, can make changes towards improvement. In line with efforts to improve performance through increasing employee human resources, the use and use of technology is increasingly needed as important information on government results and performance.

Performance in an organization is the answer to the success or failure of an organizational goal that has been set. Performance is a condition that must be known and confirmed to certain parties to determine the level of achievement of results of an organization or company, as well as knowing the positive and negative impacts of an operational policy. Employee performance and the organization have a very close relationship because achieving an organizational goal cannot be separated from the resources owned by the organization which are driven or used by employees who play an active role as actors in efforts to achieve the organization's goals. The improvement of government employees continues to be improved, especially regarding employee development which is directed at aspects of personnel and management aimed at improving employee performance capabilities, as well as achieving customer satisfaction. In this case, the role of a leader is also required to achieve high quality work. Leaders must take initiatives or policies that are oriented towards services and personnel.

Efforts to improve the quality of employee performance are very necessary in order to improve the quality of service to the community, including in this effort increasing work effectiveness and efficiency. This right aims to save time in carrying out their duties and improve work discipline for an employee, especially regarding the way employees carry out their work so that the results achieved will be in accordance with the work carried out. In this case, the performance referred to is specific and clear, meaning that it can be measured objectively, both qualitatively and quantitatively, can show the achievement of outputs, benefits and impacts, must be flexible and sensitive enough to change, can be collected, processed and analyzed data effectively. and efficient.

Based on Banyumas Regency Regional Regulation Number 13 of 2008 concerning the Organization and Work Procedures of Subdistricts and Subdistricts in Banyumas Regency and Banyumas Regent Regulation Number 75 of 2016 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of Subdistricts and Subdistricts, in article 5 Chapter III Subdistricts has the task of assisting the sub-district head in coordinating government administration, public services and community empowerment. Sub-districts, as one of the lowest elements of government directly under the sub-district head, do not escape the basic concept of services which must be carried out quickly, correctly and safely.

The government has an important role in excellent public services for the community in accordance with the 1945 Constitution Number 25 of 2009 Article 1 concerning Public Services, as follows: "Public Services are activities or a series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and administrative services provided by public service providers.” Purwokerto Kulon Subdistrict Government, South Purwokerto District, Banyumas Regency as the lowest government directly under the subdistrict head, in article 229 paragraph [2] of Law Number 23 of 2014, reads "The subdistrict head, who is called the Lurah, is the subdistrict official and is responsible to the subdistrict head." In article 229 point [4] of Law No. 23 of 2014, one of the Lurah's duties is to carry out community services. The task of public service or service to the community is a very dominant task, because this is carried out almost every day by sub-district government officials.

The types of public services at the Purwokerto Kulon Subdistrict Office include letters of introduction for KTP, KK, SKCK, general introduction and introduction to marriage, certificates of domicile, birth, transfer, SKTM, Permit Ho. The level of employee performance at the Purwokerto Kulon Subdistrict Office, South Purwokerto District, Banyumas Regency has so far not been fully successful, as seen from the level of task completion through several types of public services which has not been optimal because the realization of completion has not yet reached 100%. The lack of realization of the completion of this service is likely caused by various factors, such as technical problems with existing equipment, the public's lack of understanding of applicable procedures, and understanding of the use of technology, one of which is the implementation of the SUSANMAS (Community Satisfaction Survey) application through SIPPN ( One door electronic system).

There are times when there are performance gaps or there are difficulties in improving and improving performance. In this regard, every leader is faced with the problem of how to improve and increase the performance of the organization or performance unit through the employees they lead. Leaders and subordinates who are actors in the organization are key determinants of success in achieving organizational goals. Therefore, to obtain an overview and information regarding the performance of employees at the Purwokerto Kulon Subdistrict Office, it is necessary to carry out more in-depth research regarding the elements related to and responsible for achieving the performance of the apparatus from existing aspects.

The existence of these problems will certainly mean that organizational goals will not be achieved optimally, if there is no employee awareness in carrying out their duties according to their responsibilities and the level of discipline is less than optimal. Indications are caused by several things such as level of education, discipline, leadership. From the description of the background to the problem above, the author is interested in conducting research with the title "Employee Performance at the Purwokerto Kulon Village Office, South Purwokerto District, Banyumas Regency".

1. **METHOD**

In this research the author uses a qualitative descriptive approach which is a research procedure that produces descriptive data in the form of written words from people and observed behavior (Bogdan and Taylor in Moleong, 2004: 3). The research location is the Purwokerto Kulon Village Office, South Purwokerto District, Banyumas Regency. Meanwhile, the informants in this research include: 1). Village Head 2). Village Secretary 3). Head of Government and Services Section 4). Public. The data collection technique is carried out in three steps, the first is in-depth interviews, the second is observation, the third is documentation. This research uses or takes an interactive model of analysis from Miles, Huberman and Saldana (2014:13) with four analysis components, namely data collection, data condensation, data display (Data Display). and Drawing conclusions (Conclusions Drawing).

1. **RESULTS AND DISCUSSION**

Referring to Regional Regulation Number 13 of 2008 concerning the Organization and Work Procedures of Districts and Villages in Banyumas Regency. Several research problems were found in the field regarding employee performance at the Purwokerto Kulon Village Office, South Purwokerto District, Banyumas Regency which can be seen from various dimensions as follows:

**Productivity Dimensions**

In the productivity dimension, employee performance in Purwokerto Kulon Subdistrict regarding efficiency and effectiveness in carrying out services to the community is correct, both on time, on target and on target. Although human resources are still limited in managing the SUSANMAS application via SIPPN (One Stop Electronic System) in the Purwokerto Kulon sub-district. Employees in providing services to the community are quite good, the suitability of the implementation of tasks and work with the results achieved is generally in accordance with the provisions that have been set, right on target and right on target.

**Dimensions of Service Quality**

The dimensions of service quality on employee performance in Purwokerto Kulon sub-district are that the infrastructure in Purwokerto Kulon sub-district is complete and adequate to be used properly. Facilities and infrastructure certainly determine quality because without facilities and infrastructure nothing will work. To carry out an activity or work, of course, facilities and infrastructure are needed. Facilities and infrastructure in Purwokerto Kulon Village are quite adequate. Employee performance can be measured from the quality of service produced. To achieve quality employee performance of course requires adequate facilities and infrastructure. Apart from adequate facilities and infrastructure, it is also supported by sufficient human resources to support quality services.

**Dimensions of Responsiveness**

The dimension of responsiveness in employee performance in Purwokerto Kulon Subdistrict regarding preparing service priority agendas, developing service programs, and employee responses to complaints from the community, is quite good. It can be seen that there is program development and service priorities that are prepared simply by the head of the government section and his staff. Several efforts to improve services at the Purwokerto Kulon Subdistrict Office include improving education through training, replacing the manual system with a new system, and of course mutually motivating other employees. The dimension of responsiveness in employee performance in Purwokerto Kulon Subdistrict regarding preparing service priority agendas, developing service programs, and employee responses to complaints from the community, is quite good. It can be seen that there is program development and service priorities that are prepared simply by the head of the government section and his staff.

**Dimensions of Responsibility**

The dimensions of responsibility in employee performance in Purwokerto Kulon Subdistrict regarding SOPs in the process of serving the community and the application of applicable administrative principles have been implemented according to the job desk and their respective duties and functions properly. Providing sub-district services is in accordance with the SOP, and employees have carried out their duties in accordance with their respective duties and functions. The authority and ability of sub-district employees to provide quality services is good enough in accordance with predetermined regulations.

**Accountability Dimensions**

The dimensions of accountability in employee performance in Purwokerto Kulon Subdistrict regarding superiors' accountability to subordinates and superiors' accountability to the community have been said to be good, it can be seen how subdistrict employees are accountable for the results of carrying out their duties and report the results to superiors in the form of regular written reports and to the community in the form of physical activities. or real actions carried out in the context of services to the community are carried out in a timely and fast manner. The creation of a level of accountability in employee performance in Purwokerto Kulon Subdistrict can be seen from the existence of accountability activities by employees regarding the results of carrying out their duties in the form of regular written reports and to the community in the form of physical activities. Reported vertically and horizontally both verbally and in writing.

1. **CONCLUSION**

Based on the results of the research and discussion above, it can be concluded that employee performance at the Purwokerto Kulon Subdistrict Office, South Purwokerto District, Banyumas Regency is not completely good. In implementation, employees still face various obstacles in providing public services, so the implications of the research results are related to the dimensions of productivity in terms of service quality at the Purwokerto Kulon Subdistrict Office. It is hoped that human resources will be further improved regarding the understanding and application of technology in providing application-based services so that they can improve quality of service to the community along with technological developments. Then, the Purwokerto Kulon Government needs to provide both formal and informal training to Purwokerto Subdistrict office employees in full by their superiors regarding technological systems, especially on an application basis, so that the work can be done well, and obtain good results and the employee's performance is said to be good.

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