



Employee Performance in Improving Population Administration Services in the Population and Civil Registration Office of East Halmahera Regency

Yuliana Dawanaka¹, Welly Waworundeng², Antonius Purwanto²

¹Student, Postgraduate Program, Sam Ratulangi University, Indonesia

²Lecturer, Postgraduate, Sam Ratulangi University, Indonesia

*Corresponding Author: Yuliana Dawanaka

Email: yulianadawanaka9@gmail.com



Article Info

Article history:

Received 15 October 2023

Received in revised form 11

November 2023

Accepted 29 November 2023

Keywords:

Employee Performance

Service

Population Administration

Abstract

This research aims to analyze how employee performance improves Population Administration Services at the Population and Civil Registration Service of East Halmahera Regency. This research uses Robbins' theory with indicators of performance quality, performance quantity, timeliness, effectiveness, independence. This research used a qualitative descriptive method with 9 informants consisting of the head of the department, head of the population identity section, staff of the identity section, head of the service and community cooperation section. The results of this research show that the performance of employees in population administration services at the population and civil registration services is not yet optimal, this can be seen from the fact that there are still several communities where the creation of population administration is still incomplete. Based on several things that need to be suggested to the population and civil registration service to further improve the quality of employee performance and it is hoped that they will further increase the timeliness in completing the preparation of population administration.

Introduction

In order for public services to achieve sustainability, it is imperative that they align with the expectations and preferences of all residents and citizens. The delivery of public services continues to face challenges in effectively responding to evolving demands across various sectors of society, the nation, and the state. The term "public service" refers to a framework that delineates the methods by which the government fulfills its responsibilities in alignment with these principles. In the context of providing services for Population Administration, the Capil Service assumes responsibility for the following tasks: The documents that are commonly issued by the government include Certificates of Marriage, Birth, Divorce, Death, and Electronic Resident Identity (KTP-EL), Certificate of Transfer of Citizenship to Indonesian Citizens (SKPWNI), and Child Identity Card (KIA).

The employees at the Population and Civil Registration Service exert their utmost endeavor in delivering services, aligning with the overarching objective of the governmental organization to register individuals and perform various administrative duties. The East Halmahera Regency Population and Civil Registration Service is a government agency that is responsible for carrying out various tasks and fulfilling obligations in order to achieve national objectives. It is anticipated that the operational procedures of the agency would be regulated by established rules and policies in order to effectively execute tasks and fulfill obligations. The performance of an employee is the ultimate outcome of their endeavors in achieving the objectives established for them through the assigned tasks.

Government agencies are legally bound to fulfill their duty of serving the public, thereby constituting their principal objective. If the government is genuinely committed to effectively serving its citizens, it is imperative that it identifies and implements efficient strategies to address prevalent obstacles, including internal impediments. Irrespective of the challenges, whether they originate internally within the agency or externally within the community, it is incumbent upon employees to consistently provide the utmost quality of service to the public. A minimal level of satisfaction indicates the efficacy of the apparatus's service system, whereas a substantial level of satisfaction signifies the apparatus's capacity to deliver superior service to the community. In accordance with the provisions of the Constitution of 1945, it is the responsibility of the state to ensure the provision of communal satisfaction through various services, with the aim of achieving national objectives. The utilization of Article 1 from Government Regulation Number 30 of 2019, which pertains to the Performance Assessment of Civil Servants (PNS), can be employed as a means to ensure the alignment of community services with the intended objectives. As per this regulation, a performance management system for public servants encompasses a methodical framework comprising a performance information system, performance planning, performance execution, monitoring and development, evaluation, and follow-up.

Methods

This research uses qualitative research according to Moleong (2007) who explains that the goal of qualitative research is to get a better understanding of the phenomena under study by eliciting detailed accounts of the research participants' experiences within the unique environment in which they occurred, using a variety of scientific methods. This research also provides an overview of the performance of employees working at the East Halmahera Population and Civil Registration Office. This limitation on the focus of research is very important and closely related to the problem and the data collected, where the factor is a fraction of the problem so that the researcher can easily search for data, so first determine the focus of research according to Robbins (2016), namely: Quality of Work, Quantity, Precision Time, Effectiveness, Independence. The performance of employees in providing administrative services in population in the Office of the Department of Civil Records in the Regency of East Halmahera. The place where this research was carried out was at the East Halmahera Regency Civil Service and Registration Office.

Results and Discussion

Employee performance is defined as the result of work that meets the standards that have been set by the agency or agencies that carry out government duties and tasks (Olakunle, T2021). Employee performance is also the result that employees obtain in their work when they follow certain guidelines related to certain positions. According to Robbins (2016), the origin of the relationship between skills and drive is a by-product. The individual performance of an employee in terms of performance is one of the components of an organization's performance and can influence that performance, so there are several aspects that must be taken into account in employee reviews or employee performance management.

The level of employee performance, both individually and as a group, will have an influence on the success or failure of the employee's performance that is achieved (Prasetya, 2018). Performance is defined by Afandi (2018) as the result of work achieved by an individual or group of individuals in a company that is synchronous with the use of various authorities and responsibilities in an effort to achieve organizational goals while still adhering to immorality, ethics, law and law. Performance is the act of carrying out plans, and is carried out by human resources who have the required abilities, drives, and interests (Moyo, 2015). Attitudes and

performance behavior in carrying out performance will be influenced by how he values and handles his human resources (Wibowo, 2010).

A radical departure from the old paradigm of productivity is at the heart of the idea of employee performance. A person or group's productivity was traditionally defined as their rate of goal attainment relative to predetermined benchmarks. It was written by Sudarmanto in 2014. Results from competent labor and the amount an employee is capable of doing when charged with or given certain duties and obligations make up the broad definition of performance.

Performance may be seen from two main angles: the performance of the company as a whole and the performance of individual employees. The output of an organization's employees is known as their performance. Performance is the end outcome of an individual's or team's efforts to accomplish objectives within a certain time frame in a given work setting, which is impacted by a multitude of circumstances. In this context, "job function" or "activity" is carrying out the tasks and responsibilities assigned to an individual or team by their supervisors or managers. A person's or group's work results and performance are affected by a variety of factors, some of which are external, such as employment regulations, and others of which are internal, such as a person's or group's intelligence, skills, stability, emotions, motivation, perception of their role, family circumstances, and physical health. By Tika in 2006.

Robbins (2016) states that performance indicators are a way to measure how well a person has done their job. Here are a few ways to gauge how well your staff is doing: (1) Quality of Work; (2) Quantity; (3) Accuracy of Time; (4) Effectiveness; (5) Independence. If an employee believes they are capable of producing high-quality work and that the assignment is well-suited to their talents and abilities, then it is a good indicator of the work's quality (Robbins, 2016). The degree to which an employee's efforts and abilities produce excellent or terrible results is a measure of the work's quality. including the employee's competence in doing the assigned work.

The amount of units or work cycles completed indicates the quantity generated (Robbins, 2016). For example, if employees are able to do their jobs within a given time frame, their performance may be measured by looking at this amount, which represents the number of activity cycles and the number of units of work carried out by employees.

When it comes to coordination, timeliness is all about how promptly things are done when told to (Robbins, 2016). One measure of an employee's performance is the speed with which they do assigned tasks. In order to avoid conflict with other duties assigned to workers. Performance indicators are quantitative and qualitative metrics that characterize the degree of attainment of a predetermined goal or aim, according to Mahmudi (2005). While both performance indicators and indicators viewed from performance are identical in terms of performance, they are sometimes confused.

When we talk about employee performance, what comes to mind is definitely about the services and services provided by a particular agency that can make things easier for someone in the administration process. Every performance has a purpose. As one of the means of performance and achieving performance goals, the members choose to carry out the tasks for which they are responsible, in accordance with their respective positions and roles in performance. A government agency organization is an institution that carries out the wheels of government and carries out the development of human resources that have good performance and can provide simulations and have an impact on many people.

According to Riva (2005), one way to see the development of a company or service institution is to look at the performance of the evaluation results, namely the performance of employees,

national identity and registration, the ability of employees to complete a task or assignment, to see the development of a company or service institution. which can be assessed using certain benchmarks. objectively and periodically. The results of the evaluation show that the performance of the company or its service objects is reflected in the results of the work of the employees, in other words the results are the results of a particular work that can be monitored and measured. Then, according to Bintoro (2017), "performance assessment" is a process that allows an organization to accurately and precisely know, assess, measure and evaluate the performance of its members. This activity is closely related to the effectiveness of the company's HR activities and influences its effectiveness. According to Irani and Mayasari (2015), performance assessment is the process of evaluating how well employees do their work according to certain standards and then communicating this information to employees.

Basically, performance is a result achieved or work performance obtained by an employee in carrying out his main duties and functions as an employee in accordance with the responsibilities assigned or given to him. All state apparatus are required to be able to provide public services in accordance with the duties and functions of government administration accompanied by developments in providing services based on the principles of good governance.

For this reason, in order to improve employee performance, they must be able to carry out their duties well by learning a lot from information or experience while carrying out their performance both in terms of responsibility for authority and the implementation of each activity related to the agency or organization. In this chapter, the author will compile some data obtained from the results during research through observations, interviews and documentation carried out at the Population and Civil Registration Service of East Halmahera Regency. In terms of research, the aim is to see to what extent the existence of this administrative service system at the East Halmahera Regency Population and Civil Registration Service is able to support employee performance so that the service provided is more excellent. The population and civil registration service is basically oriented towards implementing some of the regional authorities in the field of population and civil registration and the tasks assigned to regional governments. The main task of the population and civil registration service is to carry out registration and recording administration services, check and examine registration files, manage and issue Family Cards and Resident Identity Cards.

The Department of Population and Civil Registration as the organizer of government affairs in the field of population administration such as Resident Identity Cards and others is desired to be able to provide fulfillment of administrative rights such as good service to increase awareness of the importance of ownership of population documents and civil registration in order to be able to support governance. single and accurate data in population administration programs and supports the formulation of national development policies and planning, therefore the target that can support better performance is to provide public understanding and awareness of the importance and benefits of owning population documents. In this section, the author will present several discussions of the research results obtained. The discussion in question is as follows:

Performance Quality

The quality of employee performance can be measured from the employee's perception of the quality of the work produced by completing the task and the employee's skills and abilities. The quality of performance can be described from the level of good or bad employee work results in carrying out the tasks assigned to him (Robbins 2016). Performance quality is related to the quality produced by employees from a job in the organization, where the quality of work

and job suitability are expected. Based on the results of research conducted, the East Halmahera Regency Population and Civil Registration Service continues to strive to provide excellent service to the community. Namely, with no additional costs in completing the creation of the occupation administration, then in the population and civil registration services, employees continue to improve the quality of good service for the community by completing tasks and work quickly and on time. Based on the results of the research conducted, the East Halmahera Regency Population and Civil Registration Service continues to strive to provide excellent service to the community, namely by having no additional costs in completing the administration of the occupation, then at the Population and Civil Registration Service, employees continue to improve the quality of service provided. good for society by completing tasks and work quickly and on time.

Performance Quantity

Quantity is the amount produced expressed in terms of the number of units, the number of activity cycles completed by employees so that employee performance can be measured through this number. For example, employees can complete their work quickly within the time limit determined by government agencies (Robbins (2016). Quantity is the amount produced expressed in terms of the size of the work output of the unit or the number of activity cycles completed by the employee so that employee performance can be measured through this amount. Employee performance aims to support the employee's skills and abilities. In this case, the quantity of employee performance referred to is the amount of work completed by the employee in accordance with the agreement on the amount of work done in the employee performance assessment. Performance Quantity is seen from the quantity of employee performance in the Population Service and East Halmahera Regency Civil Registration is carried out in accordance with service operational standards where employees carry out population administration, however there are still several obstacles in making this administration as seen from the delays in making the population administration.

Timeliness

Timeliness is the level of activity completed at the beginning of the stated time, seen from the point of coordination with output results and maximizing the time available for other activities. Employee performance can also be measured by the employee's punctuality in completing the work assigned to him. So that it does not interfere with other work which is part of the employee's duties (Robbins 2016). Timeliness is the level of activity completed at the beginning of the stated time, seen from the point of coordination with output results and maximizing available time or other activities. Punctuality in completing tasks that are the responsibility of an employee and achieving targets based on agency work time standards. Based on the results of research carried out by the author, at the Population and Civil Registration Service of East Halmahera Regency, in terms of timeliness, the service process is easier and faster, but there are obstacles, as explained, if the work is done and the network is not disrupted or the network goes down then the solution is It also doesn't take long. Processing Resident Identity Cards (KTP) at official offices and civil registration requires working time provided that there are no network problems and if there are no problems, the KTP can be made immediately.

Effectiveness

Effectiveness here is the level of use of organizational resources such as technology which is maximized with the aim of increasing the results of each unit in using existing resources in the organization which can be used as optimally as possible by employees. Effectiveness is related

to output with goals, the greater the contribution of output to achieving goals, then the more effective the organization will be in supporting a goal (Robbins 2016). Based on the results of previous research, it shows that there are differences in benchmarks with previous research. Based on the research carried out by the author, what has been done at the Population and Civil Registration Service of East Halmahera Regency, in terms of the effectiveness of the linkage of a service, there is also the use of good technology and supporting infrastructure which can help in the service process and other things. Like the one at the East Halmahera Regency Population and Civil Registration Service.

Independence

Independence is the level of a person who will be able to carry out their work functions without receiving assistance, guidance from or from employees. Whether an employee's performance increases or decreases can be seen from the quality of work, quantity of work, time constraints, work in all aspects, effectiveness and independence in work. This means that employees are independent, namely employees who do their work do not need to be supervised and can carry out their work functions themselves without asking for help, guidance from other people or supervisors (Robbins 2016). Based on the results of the author's research and the results of previous research, it shows that the benchmark for differences in writing research results is that regarding employee performance in terms of employee independence in the East Halmahera Regency Population and Civil Registration Service has run optimally, because employees are dedicated to their sense of responsibility for their work to complete it themselves.

Conclusion

Based on the results of the research and discussion which have been described in detail in the previous chapters, the researcher can provide conclusions based on research indicators that employee performance in improving population administration services at the East Halmahera Regency Population and Civil Registration Service is as follows; (1) Quality of employee performance in improving the quality of employee performance can be said to be optimal, this is because in making population administration there are no longer any fees but it is free for the cost of making population administration. This enables employees to improve the quality of their performance; (2) The quantity of employee performance in increasing the quantity of employee performance can be said to be successful. Because with legal procedures on service standards at the East Halmahera Regency Population and Civil Registration Service, the public will understand better so that transparency between agencies becomes better; (3) Punctuality: The performance of employees on time can be said to be quite good, but there are also other things that require time, such as when blanks are not available or network problems; (4) Effectiveness Employee performance in terms of effectiveness can be said to be successful. Because the facilities and infrastructure or tools to support population administration work at the Population and Civil Registration Service are quite good; (5) Independence Employee Performance in employee independence can be said to be successful. This can be seen from the employee's independent attitude in completing their tasks and functions to support their ability to complete the work. By distributing tasks to counter officers, the level of employee independence becomes an assessment of their performance.

Based on the research that has been carried out, the suggestions that the author can convey are as follows; (1) It is hoped that leaders will further improve the quality of employee performance; (2) It is hoped that the timeliness in completing community files will be further improved; (3) It is hoped that the facilities and infrastructure related to services will be further improved; (4) It is hoped that employees can increase awareness and cooperation to have an impact on the community satisfaction index and improve the performance of each employee.

References

- Afandi. (2018). *Manajemen Sumber Daya Manusia (Teori, Konsep dan Indikator)*. Nusa Media. Yogyakarta
- Bintoro & Daryanto. (2017). *Manajemen Penilaian Kinerja Karyawan*. Cetakan 1. Cipta - Jurnal Sekretari Dan Manajemen, II(1), 133–140. Retrieved from *Daya Manusia*. Bandung: Refika Adidung: Remaja Rosda Karya.-. 2005. *Evaluasi Kinerja Sumber*
- Mahmudi. (2005). *Manajemen Kinerja sektor publik*. Yogyakarta: UPP AMP YKPN.
- Moleong, L. J. (2007). *Metodologi penelitian kualitatif edisi revisi*.
- Moyo, N. J. (2015). *The Contribution of Human Resources Planning in Public Institution's Performance: A Case Study of Mlele District Council* (Doctoral dissertation, The Open University Of Tanzania).
- Olakunle, T. (2021). The Impact of Organizational Culture on Employee Productivity. *Journal of Management and Administration Provision*, 1(3), 39-44. <https://doi.org/10.55885/jmap.v1i3.231>
- Prasetya, A. (2018). Analysis of factors that influence employee performance (Study on Permanent Employees in Operational Section of PT WIMCycle Indonesia-Surabaya). *PROFIT: Jurnal Administrasi Bisnis*, 12(1), 1-12.
- Robbins, A. (2016). *Pengantar Manajemen (S1)*, Kelas Karyawan, Sabtu (MN12K).