

Analysis Of Employee Performance In Providing Population Administration Services In Tokelan Village Panji District, Situbondo Regency

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Abstract. This research discusses employee performance analysis in providing population administration services in Tokelan Village, Panji District, Situbondo Regency. In providing services to the community, it can be seen that there are complaints from the community regarding the services provided by village officials. This research aims to determine the performance capabilities of village office employees and determine the factors that hinder the performance of village office employees in providing population administration services to the Tokelan village community. Employee performance is the level of success in completing activity strategies in achieving target goals. Public service is the provision of services for the needs of people who have an interest in an organization. Population administration is a series of structuring activities in publishing population documents and data. This research method uses qualitative methods. The research results show that employee performance is not good enough in providing administrative services to the Tokelan village community. Services that tend to be not optimal include administrative services. The inhibiting factor is the level of discipline during working hours which is not by applicable regulations. So, the performance of employees in providing population administration services in Tokelan village has not yet run optimally, especially in providing good services to the community due to various kinds of problems.

1. Introduction

Every human being needs service, even directly or indirectly and it can be said that service cannot be separated from human life. The government as a provider of public services needed by the community must be responsible and continue to strive to provide the best service to improve public services. Every problem must have a supporting or connecting theoretical basis to strengthen the problem. (Pasolong, 2016:128).

In the Minister of Home Affairs Regulation Number 84 of 2015 concerning the Organizational Structure and Work Procedures of Village Government, Article 6 has a function, namely the function of village government officials in providing services to the community. Village officials must have tasks, including improving the welfare of the community and maintaining peace. and order in society, implementing the principles of governance in a village government that is clean and free from collusion and nepotism, and also carrying out good government administration.

Based on the description of previous research conducted by Solatiah, et al. (2021), the results and conclusions obtained are the obstacles faced by the Head of Seling Village, Tabir District, Merangin Regency in providing administrative services to the community, firstly discipline which is still a common problem, and secondly the factor of low education. Meanwhile, based on the description of previous research conducted by Thomas More Garu, et al (2022), the results and conclusions obtained are that the results of this research show that the dimensions of performance measurement based on the aspect of independence, the village government still needs to be improved. The factors inhibiting employee performance are inadequate facilities and employee education levels that still need to be improved.

This makes the process in administrative services not run well, as seen from the time given to complete the cover letter for Resident Identity Cards (KTP), Family Cards (KK), Marriage Certificates, Birth Certificates, Death Certificates, Transfer of Arrival/Domicile Letters, and Certificate of Incompetence which requires a completion time of around 10 to 15 minutes. The thing that is an inhibiting factor in providing time guarantees is the problem of the presence of officers who are authorized to sign, sometimes they are not always in the place where they are supposed to be. Working hours from the village office often arrive at 08.00 in the morning and go home at 16.00. This is in contrast to what has become The provisions that village office employees are not disciplined about their time, making it difficult for people who want to take care of their problems. Village officials come sometimes in the afternoon, sometimes in the evening, and go home erratically, making it difficult for the community to take care of the interests of each community. This should be carried out properly by village officials or village office employees. Article 9 explains the duties and functions of the head of the government section. , people's welfare and services, namely:

- 1) The section head serves as a technical implementing element
- 2) Help the village head
- 3) The head of the service section has the function of counseling and motivating the implementation of community rights and obligations, increasing community participation efforts.

Based on the results of observations, researchers found several problems. One of the most visible is the lack of discipline of employees who often arrive late and are sometimes not in the room during working hours as evidenced by the results of employee attendance data at the Tokelan village office. Apart from that, the existing service information board is incomplete because it does not contain all the information regarding the types of services available. Tokelan Village, as a government administration agency that is very close to the needs of the community, of course always improves quality so that it can strive to provide maximum service to the community. Based on the description above, Law No. 25 of 2009 is to truly explain the aims and purposes of public services, explaining rights, providing good services, and creating protection and legal certainty for the community. Various forms of complaints from the public feel that the services provided are not what was expected. The village office is an important implementer in the bureaucracy where the Head of the Government Section has duties and authority in the field of public services.

2. Methods

The author's research uses a qualitative research model. The use of this research model is intended to collect and fully understand aspects related to Employee Performance Analysis in Providing Population Administration Services in Tokelan Village, Panji District, Situbondo Regency. Meanwhile, informants whose population is registered regularly and in an orderly manner, realize universal, sustainable, mandatory and sustainable population management and the rights of residents in the field of population administration with competent services implemented and the availability of national data and information regarding population registration and civil registration at several levels appropriately, complete, up-to-date and easy to use so that it becomes a benchmark for proper policy planning and development. Involved in this research were the Secretary of the Tokelan village office, the Head of Government, and the Tokelan village community.

At the data collection stage the author used three methods, namely

- 1) In-depth interviews with the Secretary of the Tokelan village office, the Head of Government and the Tokelan village community.

- 2) Observations are carried out to see directly how employees perform in providing population administration services.
- 3) Documentation in the form of a collection of documents involved with data on population administration services.

After data collection is complete, the next step is to analyze the data that has been obtained using the cycle model data analysis technique developed by Miles, Huberman & Saldana (2014) consisting of 4 components, Data Collection, Data Condensation, Data Display, Conclusion Drawing/ Verification.

3. Results and Discussion

Performance is the ability possessed by each employee to organize in order to achieve the expected goals. To find out how the performance of village employees can be measured using several dimensions of employee performance measurement according to Premeaux (Priansa, 2017:55).

3.1 Employee Performance

Quantity is the number of activities and the timeliness used by each apparatus to carry out its duties in serving the community so that the community served is satisfied. Based on the results of research observations and interviews in the field, the quantity of employee work in providing services is not good enough.

Quality, the determining index in assessing the quality of someone's work is through the totality of their work. Many things can influence the quality of work, both internal and external. Based on the results of researchers' observations and interviews in the field, the research shows that the quality of work of village employees in carrying out administrative services for the community still needs to be improved. Evidence from research interviews that the service problems that often occur are in making Resident Identity Cards (KTP) and Family Cards (KK), and errors in entering population data. Apart from that, there is still minimal placement of employee positions according to their level of education.

Independence is something that each officer needs to have so that he does not depend on colleagues or superiors. A person is said to be independent if he can solve his problems, especially in managing all community interests. Based on the research results, show that independence is not yet visible in each of the Tokelan village employees because it is necessary to complete their functions and if some problems or obstacles cannot be overcome, ask for help from superiors or colleagues who understand solutions to work problems.

The initiative is a personality that is not dependent on other people and is willing to accept the authority carried out with a full sense of responsibility. Based on research results, the Tokelan village government generally has a good enough enthusiasm to carry out new functions by the time and applicable regulations to increase responsibility. Of course, it can be seen that village officials always approach the community so that social life remains in a comfortable situation and conditions.

Adaptation is someone who can balance themselves within the scope of work. Based on research results, the Tokelan village government has currently adapted well to the work environment and elements of society. The village government has also committed to carrying out their duties according to their respective duties or divisions until the expected goals are achieved

Collaboration is usually carried out based on the same goal, namely the goal to be achieved. In an organization, there is a real need for group cooperation, because all the drivers in an organization are humans, not machines, computers, or anything else. The results of research and observations in the field show that Tokelan village employees have not had good

cooperation, both between the village government itself and with related parties in implementing administrative services and certain elements to achieve the desired goals.

3.2 Public service

According to Zeithaml et al. in Hardiyansyah (2018) there are five indicators of public services, namely:

a) **Tangible**

A customer need that focuses on the appearance of physical facilities, equipment, employees, and communications materials. The discomfort that visitors feel is related to the condition of the parking lot, service waiting room, and service area. The lack of parking space means that people who use vehicles have to park on the side of the road and in parking lots that don't have roofs. So, during the rainy season, everything gets rained on, and in the summer the vehicles parked in this yard will also get hot. which of course makes people worry about the safety of their vehicles, the small service area and waiting room which is placed in the village office yard makes people feel uncomfortable and hot, coupled with the lack of chairs and tables for writing or filling out forms in the waiting room which is not uncommon. People who don't get a seat have to stand while waiting in line.

b) **Reliability**

Ability to carry out promised services convincingly and accurately. Fulfillment of the promise of immediate and satisfactory service from organizational problems. In this research, there is a problem, namely that there are still problems with the accuracy of employees in serving the public, sometimes there are still employees who make mistakes in typing letters. However, the solution given by the service officer is to tell the applicant to proofread their letter of need before leaving the service room so as not to make people go back and forth just because of a typing error.

c) **Responsiveness**

Willingness to help customers and provide services quickly. Activeness in providing appropriate and responsive service which is sincerity in helping customers and providing service. The quality of services provided by Tokelan Village office employees is assessed by their responsiveness in responding to existing problems, community needs, and complaints regarding services that can be resolved without making people wait long, because in the process of providing services the Tokelan Village office always provides fast service to the community. However, what became an obstacle in providing this service was a sudden power outage and damage to the office's infrastructure.

d) **Assurance**

Knowledge and courtesy of employees and their abilities convey trust and confidence. Based on the results of researchers' observations and interviews with sources regarding the quality of services in the field of population administration at the Tokelan Village Office, all services at the Village Office are free of charge for taking care of a need at the Village Office, the KTP, KK, and other documents are all free except for the Business Certificate. the management of which requires costs and is borne by the applicant. Timely guarantees are very necessary for service users so that service users feel confident in the time provided by the service provider. Based on the Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform of the Republic of Indonesia Number 15 of 2014 concerning Service Standard Guidelines, it is explained that service time is the period required to complete the entire service process for each type of service.

e) **Empathy**

Willingness to give deep and special attention to each customer. Service organizations can position themselves based on empathy that is built on the customer's need for attention, namely in the form of individual attention. In connection with the concept of service quality

according to Parasuraman, Zeithaml, and Berry in Tjiptono (2005: 133-134) to help provide services, care, attention, and courtesy are needed in service so that service users feel satisfied with the results of the service. Friendly service employees will provide a good assessment from service users because basically, everyone will like a service place where there are lots of friendly people.

4. Conclusions

Based on the research above, several things can be concluded regarding the performance of village officials, including the following:

Based on the quantity of work aspect, the authorities are not good enough in providing administrative services to the Tokelan village community. Village officials in carrying out administrative services to the community still need to be improved. Tokelan village employees still need help from friends or co-workers to complete their work.

Up to now, population administration services in Tokelan village have not been running optimally, especially in providing good services to the community due to various problems such as limited village office facilities, the need to develop existing public facilities and infrastructure in an office, and a lack of motivation for enthusiasm. employee work in Tokelan village.

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