

## **Quality of Employee Performance at the Makassar City Ujung Tanah Sub-District Office**

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### **ABSTRACT**

The quality of employee performance is a community right that must be fulfilled by the government. This research is a qualitative descriptive study that aims to determine the quality of employee performance at the Ujung Tanah Sub-district Office of Makassar City. The types and sources of data used are Primary Data and Secondary Data. Data collection techniques used are Observation, Interview, Documentation. The research informants were 7 people, consisting of 1 person from the Head of Ujung Tanah Subdistrict, 3 people from the Employee Staff, and 3 people from the Community. Researchers act as the main instrument in collecting the necessary data and information. The data analysis technique used is Data Condensation, Data Display, Conclusion. The results showed that the performance of the Ujung Tanah Sub-District Office employees was as expected, however, there were still some aspects that needed to be improved. Judging from the indicators used by researchers in measuring the Quality of Employee Performance in terms of Productivity aspects, the category is quite good, Service Quality is in the good category, the efficiency is in the good category, the effectiveness is in the good category, the responsiveness in the category is quite good, and the responsibility is in the good category.

**Keywords:** Quality, Performance, Employees

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### **INTRODUCTION**

An organization is formed to achieve a certain goal. A goal is something the organization hopes to achieve. Organizational goals can be in the form of improving public services, fulfilling market demands, improving product or service quality, increasing competitiveness, and increasing organizational performance (Akib, 2011; Niswaty, Dhahri, et al., 2021; Syam et al., 2018). Each organization, team, or individual can define its own goals.

The achievement of organizational goals shows the work or work performance of the organization and shows it as organizational performance or performance. The results of the organization's work are obtained from a series of activities carried out by the organization

(Jamaluddin et al., 2017; Lendzion, 2015; Todericiu et al., 2014). Organizational activities can be in the form of managing organizational resources and implementing work processes needed to achieve organizational goals.

Performance is determined, among others, by perceived job satisfaction and work discipline. Employees will always show good performance and make good contributions to the organization. The low performance of an employee will have an impact on organizational performance (Islami et al., 2018; Marupuru et al., 2020). Performance provides benefits not only for the organization, but also for managers and individuals. Performance benefits for organizations in aligning organizational goals with team and individual goals, improving performance, motivating employees, increasing commitment, supporting core values, improving training and development processes, improving skills base, pursuing continuous improvement and development (Arhas et al., 2022).

Based on the Decree of the Minister of Empowerment of State Apparatus No. 63 of 2003 concerning General Guidelines for the Implementation of Public Services such as service procedures, service requirements, ability of service officers, speed of service, justice in getting services, certainty of service costs, and certainty of service schedules, the government has a very significant improvement in service quality. important to the community, the government as a public service provider is needed by the community to be responsible for providing the best service in order to improve the quality of employee performance in increasing the fulfillment of community needs to the fullest both in terms of the quality of services provided in the form of meeting community needs according to government standards. Of course, employees are also part of carrying out tasks in accordance with applicable regulations and policies. Community satisfaction is one of the benchmarks for employee performance related to the implementation of government activities (Niswaty, Seha, et al., 2021). Employees who have an understanding of the needs of the community are very supportive of the success of the agency in providing services to the community.

The implementation of public services carried out by government officials in various government sectors. Duties and roles related to meeting needs are still not in accordance with the demands and expectations of the community (Niswaty et al., 2019). By getting quality employee performance is a community right that must be fulfilled by the government (Ayu et al., 2019).

Improving the quality given to the community is getting bigger on performance that is not in accordance with prioritizing employee performance that is not optimal, then the impact of service on the community is also unsatisfactory. Therefore, the quality of employee performance is needed as a driver in an agency for employees to improve the quality of employee performance because it can be seen how well the ability of employees to provide satisfactory services.

The Ujung Tanah Sub-District Office is located in Makassar City, South Sulawesi Province. The Ujung Tanah Sub-District Office is a place for residents to take care of various forms of licensing. Some of the permits that are often made are related to the Issuance of Micro and Small Business Permits, Recommendations for SKCK Cover Letters, Certificates of Domicile, Permits to block roads for construction or events, certificates of poverty, dispensation for marriage, recommendation and validation of applications for divorce, unmarried, and marry.

## **METHOD**

This research is a descriptive study using a qualitative approach. This study aims to the quality of employee performance. This research was conducted at the sub-district office of the Ujung Tanah city of Makassar. The data collection techniques used in this study were observation, interviews, and documentation. Then the results of the research will be described

in accordance with the results of data processing that has been done. In this study, the types of primary data generated from interviews and observations made directly by researchers and secondary data obtained from literature materials, literature studies and data available at the sub-district office of Tanah Ujung Makassar City are used so that the data will be taken. comes from a clear and tangible source.

To determine informants who meet the criteria and are considered to be able to provide data according to research needs, the informants of this research are 1 person from the Head of Ujung Tanah subdistrict, 3 staff / employees, and 3 people from the community. using interview media in the form of interview guidelines, voice recorders, and cameras, and then the data that has been obtained will be analyzed using data analysis techniques according to Miles et al.(2014) namely the data will be reduced, then presented and finally conclusions will be generated

## **RESULTS AND DISCUSSION**

### **Results**

#### **1. Productivity**

The performance achievement of each employee will always be monitored and measured by superiors so that employee productivity becomes better, so that the goal of improving public services can be achieved in accordance with the expected results. Before entering this office, of course, you have to coordinate in advance with the sub-district secretary and the reception section what to do in the sections that will be hired, if there are tasks that you don't understand, coordinate with office friends to complete them.

Based on the results of these interviews, it can be concluded that the level of public service is categorized as quite good. Because they understand every task in carrying out office work procedures and better understand the policies that control the task, so they are able to work together in line with experience in the duties and functions of employees in their respective fields.

#### **2. Service quality**

Measuring community satisfaction with the services provided by seeing whether the service has been maximized dealing directly with the community in carrying out their duties and functions. Provide fast service so that the community feels satisfied and improve performance quality management as an effort to minimize the gap between the level of service provided by employees and the expectations and desires of the community. Follow the standard service procedures that are applied, because services that are in accordance with the procedures that are applied are the goals of each agency.

Based on the results of the interviews, it can be concluded that sanctions and rewards for employees are only general in nature and the government does not impose any rewards but allowances. And every violation committed has gone through the rules imposed by the government.

#### **3. Efficiency**

Considerations about the success of public service organizations, utilizing various factors, as well as rational considerations as material for community satisfaction in providing services. "There are clear sanctions for the employee if he commits a violation. In general, employees must be disciplined in time and then understand the SOPs that are applied. If employees work not

according to standard procedures set by the government, we can automatically conclude that they do not provide public services to the maximum.

Based on the results of the interviews, it can be concluded that sanctions and rewards for employees are only general in nature and the government does not impose any rewards but allowances. And every violation committed has gone through the rules imposed by the government. Based on the results of the interview, it can be concluded that sanctions and rewards for employees are only general in nature and for the government there is no reward but allowances. And every violation committed has gone through the rules imposed by the government.

#### **4. Effectiveness**

Measured by skills at work and how employees are able to compete positively in the work environment, as well as being able to adapt in every situation, the community has not completed the file for administrative needs and provides direction so that the community feels satisfied. When faced with ethics, for example, people come and then employees are busy playing cellphones while talking to the community, it's not ethical. Ideally they should provide services to the community where employees must really feel sympathy that the community really gets good service. So the emphasis is on bureaucracy that must take precedence over personal interests.

Based on the results of interviews, it can be concluded that the effectiveness of implementing policies to improve skills in adapting to conditions and situations in adapting to the environment recognizes the culture of the office environment.

#### **5. Responsiveness**

Responsiveness to community needs and being accountable in a transparent manner. By adapting in the community environment and developing good communication such as collaborating with the community so that they are transparent about the things needed. The process is responsive and quite good, if something is not understood always explained in detail.

Based on the results, it can be concluded that responsiveness improves services that quickly meet the needs of the community in accordance with applicable regulations, so that employees develop good communication such as working with the community so that they are transparent.

#### **6. Responsibility**

Measuring the ability of employees with an attitude of responsibility for the functions and duties they have, how employees choose the right decisions and dare to take risks for every decision taken. "Every decision we make for the bureaucracy has consequences and risks for the community. For example, do not agree with the actions of the sub-district government which could be motivated by their interests but it should be noted that what is meant by policy does not always provide opportunities for the community but what is meant by public policy is that it may not say that it is not based on the rules.

Based on the results of interviews obtained and the information described above, it can be concluded that each employee has the attitude and responsibility of each in the rules and work. In making decisions, employees always rely on the leadership who makes decisions where the leadership is entrusted to make decisions carefully with all the risks that must have been thought out carefully.

## Discussion

### 1. Productivity

Work productivity can be interpreted as the ratio between the concrete results produced by individuals or groups during a certain time in a work process. This indicator shows that the level of employee productivity at the Makassar City Ujung Tanah Sub-District Office is quite good. Based on the results of this research observation, it shows that employees in carrying out their duties and functions understand well and master them, are able to work well with fellow employees and each employee has experience in their respective duties and functions.

### 2. Service quality

Measuring community satisfaction with the services provided by seeing whether the service has been maximized dealing directly with the community in carrying out their duties and functions. Provide fast service so that the community feels satisfied and improve performance quality management as an effort to minimize the gap between the level of service provided by employees and the expectations and desires of the community. Follow the standard service procedures that are applied, because services that are in accordance with the procedures that are applied are the goals of each agency.

Based on the results of the interviews, it can be concluded that sanctions and rewards for employees are only general in nature and the government does not impose any rewards but allowances. And every violation committed has gone through the rules imposed by the government.

### 3. Efficiency

Efficiency is doing the job properly and being able to carry out tasks carefully. According to Niswaty et al. (Niswaty et al., 2019) Efficiency is how an employee does the job properly so as to achieve the success of an organization, as well as providing rewards and sanctions for employees in an organization. Aspects of this indicator indicate that the level of employee efficiency at the Makassar City Ujung Tanah Sub-district Office so that it can be said to be effective. Based on the results of the observations of this study, it showed that the 56 employees completed their duties in accordance with the applicable regulatory procedures. In addition, in the provision of rewards and sanctions to employees of a general nature, in the provision of rewards in government agencies there is no such thing as a reward but an additional income allowance or commonly called TPP.

### 4. Effectiveness

Effectiveness is the level of success produced in accordance with what will be achieved. According to Zhang & Wen (2021) Effectiveness is the use of resources, facilities and infrastructure in a certain amount that is consciously determined beforehand to produce a number of goods or services for the activities carried out. An organization can be measured through skills at work and how employees are able to be positively competent in the work environment, and able to adapt in every situation. In the aspect of this indicator, it shows that the level of employee effectiveness at the Makassar City Ujung Tanah Sub-District Office can be said to be good. Based on the results of this research observation, it shows that employees are skilled at work and competent in completing their duties and functions. With the office facilities provided, employees

are able to maximize to provide satisfactory work results in order to achieve the goals of the office itself.

## **5. Responsiveness**

Responsiveness is the readiness to work to assist in various services. according to (Arhas et al., 2022) Responsiveness is one of the goals of the organization and measures the performance of employees and is able to help, provide services quickly and accurately, and be responsive to the wishes of the community. The ability of employees to meet the needs of the community and can be accounted for in a transparent manner, so that the responsiveness of employees is needed to serve the community. In the aspect of this indicator, it shows that the responsiveness of employees at the Makassar City Ujung Tanah Sub-District Office can be said to be good and effective. Based on the results of this research observation, it shows that employees are able to identify what is needed by the community, and are responsible for the needs of the community. Based on their observations they serve quickly when the required files are complete.

## **6. Responsibility**

Responsibility is the obligation to carry out the authority or mandate received. According to Saggaf et al. (2017) Responsibility is very necessary in public services because it is evidence of the organization's ability to address the needs of the community, arrange service agendas and priorities and develop the responsibilities of an employee in carrying out their duties and work and how employees choose the right decisions and dare to take the risk of any decisions made. taken. It is important for every employee to have responsibility so that the tasks and work given are not neglected. In the aspect of this indicator, it shows that the level of employee responsibility at the Makassar City Ujung Tanah Sub-District Office can be said to be good. The results of this study indicate that each employee is responsible for completing tasks and functions.

## **CONCLUSION**

Based on the results of research on the Quality of Performance of Employees of the Makassar City Ujung Tanah Sub-district Office, it can be concluded that the quality of employee performance is in accordance with what is expected but there are still several aspects that need to be improved. From the indicators used by researchers in measuring the Performance Quality of the Makassar City Ujung Tanah Sub-district Employees in terms of Productivity it can be said to be quite good, Service Quality is said to be good, Efficiency is said to be good, Effectiveness is said to be good, Responsiveness is said to be quite good, Responsibility is said to be good.

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