

# **Performance Of State Civil Services In The Secretariat Office Of The DPRD East Kutai District**

## **(Study on the Implementation of Government Regulation Number 30 of 2019 concerning Performance Assessment of Civil Servants)**

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### **ABSTRACT**

The success of the DPRD Secretariat in carrying out its Main Duties and Functions is highly dependent on the performance of the State Civil Apparatus in the DPRD Secretariat. Besides this, it also affects the DPRD's performance in the implementation of the Main Duties and Functions of Council Members. This research is a qualitative descriptive study, the aim of which is to analyze the implementation of government regulation No. 30 of 2019 concerning the Performance Assessment of Civil Servants and to find out what indicators encourage and hinder the performance of the State civil apparatus of the East Kutai Regency DPRD secretariat. The results showed that the quality of work results was not optimal, the suitability between work planning and work results was good enough, but the State Civil Apparatus could not be on time in completing tasks. The State Civil Apparatus, the initiative of the State Civil Apparatus to complete tasks when the leadership is not in a good enough place, the ability of the State Civil Apparatus in completing tasks is of good quality and efficiency, but not all State Civil Apparatus has a responsive, thorough and skilled attitude. And the communication that exists inside and outside the organization is quite good. Meanwhile, indicators that affect the performance of the Secretariat of the East Kutai Regency DPRD State Civil Apparatus are: 1) individuals which include abilities, skills and work experience, 2) psychological which includes motivation and job satisfaction, and 3) organization which includes rewards and leadership. Suggestions for the need for sanctions on state civil servants who do not work and training training for all employees in order to add insight to be able to improve the performance results of the State Civil Apparatus Secretariat of the East Kutai Regency DPRD

**Keywords:** Performance, State Civil Apparatus

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## **1. INTRODUCTION**

As described in Government Regulation no. 30 of 2019 concerning Civil Servant Performance Assessment, that in Government Regulation (PP) Number 30 of 2019 concerning Civil Servant Performance Assessment (PNS), PNS Performance Assessment aims to ensure the objectivity of PNS coaching which is based on an achievement system and career system. Assessment is carried out based on performance planning at the individual level and at the unit or organization level, taking into account targets, achievements, results and benefits achieved, as well as the behavior of civil servants.

Increasing the utilization of government apparatus, in this case Civil Servants, is essentially the improvement of services to the community through their duties and functions in accordance with

the demands of development, in connection with the foregoing, Civil Servants as part of the government apparatus. and civil servants are always required to have knowledge, skills, skills and community service, willingness to work, work discipline, work ethic, high quality, work motivation, and even being role models or role models for the community.

As an autonomous region, the performance of the East Kutai Regency Government apparatus requires highly dedicated government officials who have good discipline and performance, such as the East Kutai Regency DPRD Secretariat which has the main task and function of carrying out secretarial, financial administration and support. implementation of the duties and functions of DPRD.

## **2. LITERATURE REVIEW**

### **Public Policy**

According to David Easton, "Public policy is the authoritative allocation of values for the whole society" (public policy is the allocation of values legally to all members of society). (Anggara, 2014) As well as William N. Dunn said that public policy (public policy) is a complex dependence pattern of interdependent collective choices, including decisions not to act, made by government agencies or offices.

### **Implementation Model**

According to Purwanto and Sulistyastuti (2012), "implementation is essentially an activity to distribute policy outputs (to deliver policy outputs) carried out by implementers to target groups as an effort to realize policies". According to Edwards III's view, 1980 in Subarsono (2005) there are four variables that have an influence on policy implementation, namely: First, communication, The success of policy implementation requires the implementor to know what to do. What are the goals and objectives of the policy must be transmitted to the target group so that it will reduce distortions in implementation. Both resources, Although the content of the policy has been communicated clearly and consistently, if the implementor lacks the resources to implement it, implementation will not be effective. These resources can be in the form of human resources or non-human resources. The third disposition, Disposition is the character and characteristics possessed by the implementor, such as commitment, honesty, democratic nature. Fourth, bureaucratic structure. The bureaucratic structure in charge of implementing policies has a significant influence on policy implementation.

### **Performance Concept**

Performance is the translation of the term "performance" which is generally defined as the level of achievement or level of productivity or the level of success of a person, group of people, or organization during a certain period of time. According to Anwar Prabu Mangkunegara (2000: 67), the definition of performance is as follows: Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned.

### **Concept of Employee Performance**

Performance can be interpreted as a description of the level of achievement of the implementation of an activity or program or policy in realizing the goals, objectives, mission and vision of the organization as stated in the strategic plan of an organization. According to Dessler (1997), performance is a procedure that includes (1) setting performance standards; (2) appraisal of the actual performance of employees in relation to these standards; (3) providing feedback to employees with the aim of motivating the person to eliminate slumps in performance or to continue performing higher. According to Siagian (1985: 210), a mature thought in the context of the performance of the apparatus in terms of steady policy and sustainable development activities usually includes the following:

First, manpower planning by knowing the mission, main tasks, functions and activities of the organization will be relatively younger in knowing the number of workers required, the types of knowledge and skills needed, the ranks and positions that must be available and illustrated. in gender pormasi and so on. Second: Human resource development. The basic assumption in developing professionalism and specialization is that in essence humans normally have the will and to qualitatively continue to grow and develop.

Third: Method of knowledge and skills (skills profile), defining specialization means specific skills that are reflected in a very deep knowledge of something. Fourth: Structural and Functional Positions in a

modern bureaucracy, it is common to determine two main types of positions. Furthermore, apparatus performance is the main criterion for evaluating the success of an organization in carrying out all its tasks and activities according to its program or mission.

### **The State Civil Apparatus**

In the Big Indonesian Dictionary (KBBI), "State Apparatus" defined as "State apparatus", especially those covering fields institutions, management, and personnel, which have responsibilities carry out the daily wheels of government. Management focuses on State employees are known as the "employee profession" who work in government implementing "Public Civil Service". The State Civil Apparatus is a profession for Civil Servants and Civil Servants Government employees with work agreements who work for government agencies. The discussion about ASN is part of the state personnel management under the authority of the President as head of government (passal 4 paragraph 1 UUD NRI 1945).

### **The Secretariat of the Regional People's Representative Council**

The Secretariat of the Regional People's Representative Council in Indonesia is the organizer of secretarial administration, financial administration, supports the implementation of the duties and functions of the regional people's representative council and is tasked with providing and coordinating the experts needed by the DPRD according to the regional financial capacity. The DPRD Secretariat is led by a Council Secretary.

### **Regional People's Representative Council**

DPRD as a regional legislative body has an equal position and becomes a partner of the government. The definition of partner and equal is defined as having the same rights and obligations but contradicts the statement that the regional head is responsible to the DPRD. This institution is called the parliament because the word "parle" means to speak, meaning that they must voice the conscience of the people, meaning that after articulating and aggravating the interests of the people, they must discuss it in parliamentary sessions with the ruling central government.

## **3. METHODS**

### **Type of Research**

Research design is an attempt to plan certain possibilities broadly without showing exactly what will be done in relation to each element. The research design used in this research is descriptive qualitative which describes, describes, and describes the object under study (Arikunto, 2006: 11).

### **Research Focus**

As seen in the problem formulation discussed earlier, the focus of this study is to see how the performance of the Secretariat of the DPRD East Kutai Regency is seen from their work performance, expertise, behavior and leadership in carrying out the DPRD secretariat functions.

### **Research Location**

The research location is the KUtai Tmur Regency DPRD Office.

### **Research Objectives / Informant Selection**

In order to collect information from the research object in accordance with the observed phenomenon, informants were selected. The following informants are the sources of data in this study, namely the General Section, the Finance Section, the Legal and Court Affairs Section, the Protocol and Public Relations Section, the Administration Section, Secretariat Staff, and members of the East Kutai Regency DPRD.

### **Instruments and Data Collection Method**

The method of data collection is done by holding in-depth interviews or direct interviews with informants to obtain information related to the performance of the employees of the East Kutai Regency DPRD Secretariat.

### **Data Analysis Techniques**

To present the data so that it is easy to understand, the data analysis steps used in this study are the Analysis Interactive Model from Miles and Huberman (2014: 10), which divides the steps in data

analysis activities into several parts, namely data collection. ), Data condensation (data condensation), data presentation (data display), and conclusion or verification (conclusions).

#### **4. RESULTS AND DISCUSSION**

##### **A. Work performance**

Job performance is defined as the work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him in terms of work quality. Good or bad employee performance greatly affects the quality of work or the quantity of work output from employees.

##### **B. Expertise**

Expertise is the level of technical ability that an employee has in carrying out the tasks assigned to him, abilities can be in the form of knowledge, initiative, communication, and teamwork.

###### 1) Knowledge

Knowledge is the most basic thing that can be seen if you want to know someone's expertise, the extent to which the employee has knowledge and understanding. Employees with adequate education for their position or task will be more skilled in handling their job duties, and it will be easier to achieve the expected performance. Therefore, employees need to be placed in jobs that are in accordance with their expertise (the right man in the right place, the right man on the right job).

###### 2) Initiative

In addition to the educational background that must be adjusted to the placement of employees, high initiative is also needed for employees in completing their work so that employee performance is better. Employees who have high initiative will certainly also get good ratings from the leadership, in this case the Heads of Divisions, Heads of Subdivisions and also members of the board.

###### 3) Communication

Communication in every direction of the leader is also a very important factor to pay attention to, how does the leader communicate with employees in each of these directions, is it sufficiently understood by the employee or not, whether each direction can be implemented or not depends on how the leadership is in conveying this meaning.

###### 4) Cooperation

Cooperation is one of the important factors in the realization of a desired goal, in this case the implementation of the main tasks and functions of the East Kutai Regency DPRD Secretariat. Cooperation in an organization is carried out so that the implementation of main tasks and functions can run systematically and reduce the workload of each employee, also to optimize the desired results or goals, the existence of cooperation in work will also improve employee performance.

##### **C. Behavior**

Behavior is the attitude and behavior of employees that are inherent in themselves and carried out in carrying out their duties. Behavior in this case is discipline and responsibility.

###### 1) Discipline

Discipline is one of the factors to measure the good or bad performance of an agency, be it government agencies or private agencies. If employees are not disciplined, in the sense that they are often late past office hours, or come home early from office hours, how can the employee work well, and this will make the employee's performance worse.

###### 2) Responsible

Responsibility plays an important role in employee performance, because employees who are truly responsible for their duties and work will certainly pay attention to their performance as employees.

## D. Leadership

Leadership is one of the most important factors in the successful performance of an agency. In an effort to carry out effective leadership, besides having the ability and skills in leadership, a leader should determine the appropriate leadership style or leadership pattern according to the situation and conditions of group members. Leadership that applies a kinship pattern is the same as democratic style leadership, namely encouraging members to be better at improving their performance, providing views on the steps and results obtained, developing initiatives, maintaining extensive communication and interaction, and adopting a sporting relationship. In this case, generally an effective leader is a person who has great motivation in himself in addition to mastery of leadership techniques and behavioral science.

## 5. CONCLUSION

The quality of work results is not optimal, the suitability between work planning and work results is quite good, but the State Civil Apparatus has not been able to be on time in completing tasks. The State Civil Apparatus, the initiative of the State Civil Apparatus to complete tasks when the leadership is not good, the ability of the State Civil Apparatus in completing their duties is quality and efficient, but not all State Civil Apparatus has a responsive, thorough and skilled attitude. And the communication that exists inside and outside the organization is quite good. Meanwhile, the indicators that affect the performance of the East Kutai DPRD Secretariat are: 1) individuals covering abilities, skills and work experience, 2) psychological which includes motivation and job satisfaction, and 3) organization which includes rewards. and leadership.

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The 1<sup>st</sup> International Conference in Social Science | Malang, November 5-6, 2020

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