The Importance of Improving Employee Performance at the Kepala Dua Wetan Village Office Ciracas District, East Jakarta

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Abstract:

Human Resources (HR) in organizations are people who work in an organization who are often also called employees. Human Resources are the most valuable asset in government organizations, without human resources, the resources in the organization will not be able to produce optimal performance. Employee performance is the result of work achieved by employees within a certain period of time to achieve a goal. The purpose of this study is to determine the improvement of employee performance at the Head of Two Wetan Village Office, Ciracas District, East Jakarta. The result of this research is that the success of an organization is largely determined by the quality of human resources or people who work in it. Measurement of employee performance at the Head of Dua Wetan Village Office, Ciracas District, East Jakarta, through: Quality, Quantity, Use of time and Cooperation. The efforts of the Head of Dua Wetan Village Office, Ciracas District, East Jakarta in improving employee performance are carried out by Sharing Session, conducting education and training, mental guidance and placing human resources according to organizational needs, consistency in enforcing the code of ethics and / or behavior so that it can continue to develop in line with the increasing development activities and demands to meet public interests.

Keywords: performance improvement, performance appraisal and feedback

INTRODUCTION

Every organization or agency in implementing the program is always directed to achieve its goals. One of the factors that becomes a criterion for achieving the smooth running of the goals of an organization or agency is identifying and measuring the performance of its employees. The organization is a complex unit that seeks to allocate human resources in full for the achievement of a goal. If an organization is able to achieve the goals that have been set, it can be said that the organization is effective. Along with its development, all organizations are required to be able to compete to provide maximum service, including government organizations. Likewise, government officials as servants of the community and servants of the government, are required to be able to provide the best service to the public because this is already one of the functions that must be carried out by the government which has the task of organizing the entire process of implementing development in various sectors of life starting from the central level to the regional level.

Human Resources (HR) in organizations are people who work in an organization who are often also called employees. Human Resources are the most valuable asset in government organizations, without human resources, the resources in the organization will not be able to produce optimal performance. Thus it is very important to improve the performance of public servants. The role of public servants today is often underestimated and poor in public trust. This is because from year to year the performance of public servants continues to decline. The performance of public servants is almost daily reported in various communication media such as television, radio, internet, newspapers, magazines and so on. Most of the reported performance is to inform the public that there have been irregularities committed by the state apparatus.

Performance is basically what employees do or don't do. Employees' performance affects how much they contribute to the organization. Every job has specific job criteria, or work dimensions that identify the most important elements of a job. Organizations or agencies need to
know the various weaknesses and strengths of employees as a basis for improving weaknesses and strengthening strengths in order to increase employee productivity and development so that employee performance in each agency must be optimized in order to achieve the agency's goals. For this reason, it is necessary to conduct periodic performance appraisals that are oriented towards the past or the future.

Another reason why resource issues are considered worthy of special attention is because the success of an organization is greatly influenced by the performance of its individual employees. The workforce acts as a source of potential to carry out organizational activities. The potential of every human resource in the organization must be utilized optimally, in order to be able to provide optimal output as well. This requires organizations and companies to always try to improve employee performance in order to achieve organizational goals.

Improving employee performance is very important as is the case in the Head of Two Wetan Village Office, Ciracas District, because as one of the villages in the East Jakarta Administrative City Region, it is part of the lowest component of government organizations that are closer to the community and represent higher government. Therefore, employees in the Head of Two Wetan Village, Ciracas District, East Jakarta are required to play a more active role and must be able to improve the quality of work results.

For this reason, organizations must consider employee involvement in the organization. The level of employee comfort with work and organization should be considered by the organization. The higher the level of involvement of employees, the higher the level of performance produced by employees. Employees will be more enthusiastic about their work if they are directly involved with organizational activities, employees will feel more recognized in the organization and the level of employee comfort with their work will be higher. So that the organization and employees will experience the same benefits. The organization will increase its productivity, while employees will be comfortable and more passionate about their work. As for employees who are competent in their fields in the organization, the organization will always try to provide support to these employees in various ways.

Whether or not organizational goals are achieved depends largely on the successful implementation of the responsibilities given to the job executor. The success of employees can be seen in terms of work performance, work ability and discipline. If these three elements are carried out properly, the results obtained will certainly be better too. However, there are still several problems related to improving performance at the Head of Dua Wetan Village Office, Ciracas District, East Jakarta, such as there are still some employees who stall their work, there are still employees who do not carry out their responsibilities seriously. This can be seen from the fact that there are still employees who neglect their work so that there is a buildup of work. There are still employees who lack initiative in carrying out their work. This can be seen from the fact that there are still employees who wait for orders first before carrying out their work. Based on the background description that has been stated, the title in this writing is "Improving Employee Performance at the Head of Two Wetan Village Office, Ciracas District, East Jakarta".

According to Mangkunegara (2000: 67), employee performance is the result of the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Prawirosentono (2008: 47), performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their
respective authorities and responsibilities, in order to achieve the objectives of the organization concerned legally, not violating the law and in accordance with morals and ethics. Martoyo, (2000: 91), suggests that employee performance is the result of work during a certain period compared to various possibilities, such as standards, targets or goals in mutually agreed criteria. Mukijat (2000: 261), formulates that performance is the implementation of work that a person has carried out or done and has become his obligation.

Performance is the overall result of a person during a certain period in carrying out tasks, such as work results standards, targets or target criteria that have been determined in advance and have been agreed upon (Veithzal, 2005: 97). Employee performance is not just information for promotion or salary determination for the company. However, how companies can motivate employees and develop a plan to improve performance slumps can be avoided.

An organization conducts performance appraisal based on the consideration that there is a need for an objective evaluation system for the organization. In addition, with a performance appraisal, top managers can obtain an objective basis for providing compensation according to the achievements that each responsibility center contributes to the company as a whole. All of this is expected to form motivation and stimulation for each part to work more effectively and efficiently.

According to Sedarmayanti (2007: 264) Performance Appraisal aims to: knowing the skills and abilities of employees. As a basis for planning the field of staffing, especially improving working conditions, improving quality and work results. As a basis for developing and utilizing employees as optimally as possible so that they can be directed towards their career path / plan, promotion and promotion. Encourage the creation of a healthy mutual relationship between superiors and subordinates. Knowing the overall condition of the organization from the field of staffing, especially the performance of employees at work. Personally, employees know their strengths and weaknesses so that they can spur their development. For superiors who assess will pay attention and get to know their subordinates / employees, so that they can motivate employees more. The results of job implementation research can be useful for researchers and development in the field of staffing.

Efforts to improve employee performance are one of the main factors for companies in achieving organizational goals. There are several factors that can improve employee performance, including: salary, work environment, and achievement opportunities. Meanwhile, performance appraisal according to Dessler (1997: 72), says that it is usually defined as any procedure that includes: setting performance standards, assessing actual employee performance in relation to standards, providing feedback to employees with the aim of motivating that person to eliminate performance slumps or continue to perform even higher. Performance appraisal criteria can be seen through several dimensions, namely functional utility, validity, empirical base, sensitivity, systematic development, and legal appropriateness.

According to John Minner in Sudarmanto (2009: 64) says that performance measurement must at least include 4 dimensions, among others: quality related to the level of errors, damage and accuracy, quantity related to the amount of work produced, the use of time at work related to attendance, tardiness, effective working time or lost working hours and cooperation with others at work.
METHOD

This study applies descriptive qualitative methods which focus on efforts to describe, record, analyze and interpret conditions that currently occur or exist. Qualitative descriptive research is generally designed to gather information about real conditions with the topics discussed, so that this descriptive qualitative research is aimed at obtaining information about existing conditions. The study uses secondary data sources, namely studies of literature, articles, journals, regulatory regulations and sites on the internet regarding the research conducted (Farhan, S.IP. 2021)

DISCUSSION

The success of an organization is determined by the extent to which the planned organizational goals can be achieved by the government organization. To achieve these goals, the involvement of various elements in the organization is very important, including the element of human resources. Organizations are required to be able to manage human resources. Although supported by good facilities and infrastructure but not supported by human resources, the activities in an organization will not run well. Human resources are the determinants of success in an organization. Organizations need human resources who are able to work better and faster so that human resources with high performance are needed.

The importance of employee performance in a government organization such as the Head of Two Wetan Village Office, Ciracas District, East Jakarta is one element in achieving maximum performance goals, by reflecting good awareness and ethics based on applicable regulations and the influence of a leader in the organization. Employee performance (work performance) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. (Mangkunegara, 2006: 9). Performance appraisal is an evaluation that is carried out periodically and systematically about the work performance or position of a workforce, including its development potential. The government has issued Government Regulation (PP) Number 46 of 2011 concerning Performance Appraisal of Civil Servants. In PP No. 46 of 2011, it is stated that the assessment of civil servants' work performance is carried out based on the principles of objective, measurable, accountable, participatory and transparent.

Performance is part of the government management process, which aims to be an evaluation tool for the work carried out and as an important part of the apparatus capacity development program. The results of the assessment become feedback on the performance of the apparatus, and become a reference for strengthening and improving the performance of the apparatus in the future. Performance appraisal measures and assesses how the work process, work behavior and work results of the employees of the Head of Dua Wetan Village Office, Ciracas District, East Jakarta.

Competent employee performance. Improving the performance of employees of the Head of Dua Wetan Village Office, Ciracas District, East Jakarta is strongly supported by work competence according to their respective backgrounds, so as to realize a competent workforce in their respective fields of work. The competence of a leader is a separate motivator for his
subordinates, the ability to carry out his duties is always a reference by his subordinates to work efficiently. The discipline of a leader is a benchmark for his subordinates, the head of the Kepala Dua Wetan Village Office, Ciracas District, East Jakarta, is a role model for his subordinates. The competence of employees of the Kepala Dua Wetan Village Office, Ciracas East Jakarta District is a good reference for the community.

Developing Independent and Harmonious Apparatus Performance. The achievement and implementation of the tasks carried out by the Head of Dua Wetan Urban Village Office, Ciracas District, East Jakarta, is largely determined by apparatus resources that have the ability. Knowledge and expertise or skills in handling various fields of duty. Capable apparatus is an apparatus that has the dimensions of ability and skills, where these dimensions will be greatly influenced by the development program followed by the apparatus. The dimension of ability owned by the apparatus to be able to carry out tasks and work, while the performance of the apparatus in mastering and understanding the field of duty.

Improving the Performance of Professional Apparatus Resources. A quality work culture and sense of belonging can be created together so that a conducive work atmosphere that can realize productive and effective performance can be created.

Evaluation of Training Needs. Training is one of the coaching for the apparatus is needed to create a qualified and professional apparatus in carrying out its official duties. Training activities are a learning process that prioritizes aspects of training and learning experience in the field. This process is expected to fundamentally change a person so as to improve their ability, to be able to do a job well and productively. Apparatus training is a decisive process that must continue to take place in order to improve performance, knowledge, skills and relevant attitudes.

Employee performance is the result of one's work in quality and quantity achieved by an employee in achieving his duties in accordance with the responsibilities given to him. Employee performance is organizational behavior that is directly related to the production of goods or the delivery of services. Information about performance is very important. Because this can be used to evaluate. To measure employee performance at the Head of Dua Wetan Village Office, Ciracas District, East Jakarta, through:

Quality. This quality relates to the results of work in accordance with what is determined. The quality of work in an organization can be interpreted as activities provided by parties to an organization, in this case employees, by paying attention to quality, the work is completed in accordance with what is ordered, in accordance with accurate data in accordance with applicable laws and regulations so that the results of the work can be accepted by all parties both internal to the organization and external to the organization.

Quantity. This work quantity relates to the amount of work completed at the specified time, the quantity of work is also commonly said to be the process of determining the number of person-hours used or needed to complete a job within a certain time. In other words, this quantity aims to determine some amount of human resources and how much responsibility or workload can be delegated to an employee. Work quantity can be obtained from the results of work measurement or participatory goal setting. The determination of work quantity can be done through discussions between superiors and their subordinates, where the discussion material includes job objectives, its role in relation to other jobs, organizational requirements and employee needs. This process of determining work quantity often leads to greater employee commitment, morale, satisfaction and motivation.
Use of time. The use of time relates to the time to complete the work according to the time given. Every job done by employees has a predetermined time standard. The vision and mission of an organization will be achieved if the work carried out by employees can be carried out in accordance with the predetermined time. Cooperation. There is a strong interdependence on each other to achieve a goal or complete a task. Every team and individual is closely related to cooperation that is built with the awareness of achievement and performance. In cooperation, there will be various solutions that individually cannot be resolved. The advantage that can be relied on in cooperation in teamwork is the emergence of various solutions in synergy from various individuals who are members of teamwork.

In improving employee performance, efforts are needed that can stimulate employees to be more present in improving performance, namely: Discipline. Discipline plays a very important role in the implementation of employee work. An employee who has a high level of discipline will continue to work properly even without being supervised by a superior and a disciplined employee will not steal work time to do other things that have nothing to do with work. Likewise, employees who have discipline will do their best to carry out work in accordance with the targets that have been set. Discipline is the ability of civil servants to obey obligations and avoid prohibitions specified in laws and regulations and / or official regulations which if disobeyed or violated are subject to disciplinary punishment. Discipline as a work process that leads to order and self-control. One measure of discipline is attendance.

Training. To make the urban village one of the institutions that plays an important role in maintaining a complex function and continues to grow in line with the increasing activities and demands to fulfill the interests of national development, professional management is needed. Employee professionalism can be obtained through education and training and similar activities. Education and training play a very important and strategic role in equipping employees to have adequate competence so that the vision of the organization is realized. It is no less important that human resources, including widyaiaiswara, must be competent through various education, seminars, workshops, training. Training or education and training is a means of improving the knowledge and skills of employees so that they are able to provide the best service to their customers. Knowledge and skills are the main capital for employees in carrying out their duties so that what is their responsibility can be carried out as expected.

Sanctions are legal actions given to employees who do not comply with established regulations or rules that are enforced in every government and private institution. At the Head of Dua Wetan Village Office, Ciracas District, East Jakarta, imposes sanctions on employees who do not comply with established rules. Something that makes an agency run well when there are rules and regulations in place. Violations committed by employees against the provisions of the employee code of ethics will certainly get very severe sanctions in accordance with applicable legislation. Employee engagement is inseparable from several binding rules, given the importance of the code of ethics to continue to be used as an employee guide that binds employee authority to do things outside their area and function.

Efforts at the Head of Dua Wetan Village Office, Ciracas District, East Jakarta in improving employee performance are carried out by Sharing Session, conducting education and training, mental guidance and placing human resources according to organizational needs, consistency in enforcing the code of ethics and / or behavior so that it can continue to develop in line with the increasing development activities and demands to meet public interests.
Conclusion and Suggest

Employee performance is the result of work achieved by employees within a certain period of time to achieve a goal. The success of an organization is largely determined by the quality of human resources or people who work in it. Employees are state apparatus or the main element of human resources and are the spearhead who plays an important role as a tool to realize the achievement of the goals of the agency that oversees it or where the employee works. The achievement of agency/organization goals does not only depend on modern equipment, but depends on the people who carry out the work.

Measurement of employee performance at the Head of Dua Wetan Village Office, Ciracas District, East Jakarta, through: Quality, namely the work carried out by employees in accordance with what is ordered by superiors, data accuracy, all decisions and policies issued are supported by the accuracy of the data and the knowledge possessed by employees affects the quality of work because employee knowledge is in accordance with their respective fields of work and greatly helps in the work process to improve the quality of the work.

Quantity. Work quantity can be obtained from work measurement or participatory goal setting. Determining the quantity of work is done through discussions between superiors and subordinates, where the discussion material includes job objectives, its role in relation to other jobs, organizational requirements and employee needs.

The use of time is the completion of work in accordance with the time given. Every job done by employees has a predetermined time standard. The vision and mission of an organization will be achieved if the work carried out by employees can be carried out in accordance with the predetermined time.

Cooperation is a strong interdependence on each other to achieve a goal or complete a task. Every team and individual is closely related to the cooperation that is built with the awareness of achievement and performance.

The efforts at the Head of Dua Wetan Village Office, Ciracas District, East Jakarta in improving employee performance are carried out by Sharing Session, conducting education and training, mental guidance and placing human resources according to organizational needs, consistent enforcement of the code of ethics and / or behavior so that it can continue to develop in line with the increasing development activities and demands to meet public interests.

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