

# The Effectiveness of the Performance of Civil Servants in the Integrated Service Office in Gowa Regency

Umar Sugeng Hariyono  
*Departement of Public Administration*  
*Universitas Negeri Makassar*  
 Makassar, Indonesia  
 umarsugeng@gmail.com

Hasnawi Haris  
*Departement of Public Administration*  
*Universitas Negeri Makassar*  
 Makassar, Indonesia  
 hasnawi.haris@unm.ac.id

Yusran Sopyan  
*Departement of Public Administration*  
*Universitas Negeri Makassar*  
 Makassar, Indonesia  
 yusransopyan@gmail.com

Sukardi Paraga  
*Irdaops Inspektorat Koopsau 2*  
 Makassar, Indonesia  
 sukardiparaga@gmail.com

Haedar Akib  
*Departement of Public Administration*  
*Universitas Negeri Makassar*  
 Makassar, Indonesia  
 haedarakib@unm.ac.id

Alwiyah Astuti  
*Irdaops Inspektorat Koopsau 2*  
 Makassar, Indonesia  
 falwiyah.astuti@gmail.com

**Abstract**—This study aims to determine the effectiveness of the performance of civil servants in the integrated services department in Gowa district. This study uses a type of research with a quantitative descriptive approach with observation, questionnaire, interview, and documentation data collection techniques. The population in this study were 35 integrated service staff using the population research. The data analysis technique used is by using descriptive analysis that is to present each question item using a percentage formula. The results showed that the performance of civil servants in the integrated service department in Gowa district from each indicator ranging from effectiveness and efficient indicators whose results were categorized as good enough, indicators of authority and responsibility whose results were categorized as good enough, disciplinary indicators whose results were categorized as good, and Initiative indicators whose results are also good. Of the four indicators as a whole have good results, so it can be understood that the performance of civil servants in the integrated service office in Gowa district has been running well or effectively. The performance of civil servants in the integrated service department in Gowa district is considered effective because of the awareness of the employees themselves and also with the support of good knowledge and the ability of the employees to work so that each work done can be completed properly, and the results of the work also provide great progress for organization goals. Apart from that, the employees of the integrated service agency also showed that there was a division of labor that was adjusted to the competence of the employees so that employees did not find it difficult to face the tasks assigned by the leadership.

**Keywords**—*effectiveness, performance, civil servants*

## I. INTRODUCTION

In general, in an agency or organization, both government and private institutions are needed a role in the form of performance from employees, because employees determine the achievement or failure of an organization or government agency[1]–[9].

. In accordance with the role of the employee, then in the Law of the Republic of Indonesia Number 43 of 1999 concerning amendments to Act Number 8 of 1974

concerning the Principles of Personnel contained in Article 1 Paragraph 1 stated that Public Servants are "every citizen of the Republic Indonesia, which has fulfilled the specified requirements, is appointed by an authorized official and entrusted with duties in a state position, or assigned to other state duties, and paid according to the prevailing laws and regulations".

Considering the contents of the article, every person who is an Indonesian citizen has the right to apply or become a civil servant, if he has fulfilled the conditions set by the Act and the applicable regulations [10]–[17]. In relation with the understanding of the above employees, the obligation of civil servants based on RI government regulation Number 53 of 2010 concerning employee obligations can reflect the readiness of employees in working and discipline of employees in complying with office rules, it is some form of role of civil servants who work optimally and accordingly with the legislation in force, and this all means that the civil servant is very important in maintaining a performance so that the life wheel of the organization can go according to what was planned in advance [18]–[21].

Employee performance that is seen especially by employees at the Integrated Service Office of Gowa Regency must be prepared at least with mental endurance, knowledge, and able to carry out their main tasks and functions. In the sense of mastering the task field that is the responsibility, the implementation of government programs in the development sector in South Sulawesi Province, in particular, will be able to achieve the expected goals. To be able to make the performance of employees can increase there are several factors that can support this, one of which is motivation where motivation in improving employee performance must be supported by the encouragement that comes from within the employee, to work and release all the potential possessed to carry out a job. Good performance is a demand for obligations and devotion that is considered as a mandate that must be carried out and expected demands in the soul of each apparatus in carrying out their duties as a figure of the apparatus and as a person who is devoted in serving the community as it should.

**II. METHOD**

The research approach used in this study is a descriptive study that seeks to describe carefully [22]–[24] clearly and objectively the effectiveness of the performance of civil servants at the Integrated Service Office of Gowa Regency. Then the variables in this study are single variables, namely the effectiveness of the performance of civil servants at the Integrated Service Office of Gowa Regency. Because in this case do not look for correlation but only describe the variable.

As for the population in this study were all employees in the Integrated Service Office of Gowa Regency as many as 35 employees with this sampling carried out so that in collecting data or samples would be relatively much shorter, lighter and cheaper than collecting the entire population. Arikunto stated that "if the subject is less than 100 people it is better to take population research, then if the number of subjects is greater than 100 people can be taken 10% or more". Referring to this opinion because the population is less than 100 people, the sample in this study is the total population of 35 people, so the sample in this study is said to be population research.

The technique used for data analysis in this study was used Descriptive statistical analysis design, for that the data analysis technique used was percentage analysis by presenting each question to determine the effectiveness of the performance of civil servants at the Integrated Service Office of Gowa Regency.

**III. RESULT AND DISCUSSION**

The effectiveness and efficiency of work are expected as a realization of the achievement of organizational goals. The measure of good or bad performance is measured by effectiveness and efficiency. Effectiveness is related to the achievement of certain goals, in other words, these goals can be achieved in accordance with the planned needs, while efficiency is related to the amount of sacrifice spent in the effort to achieve organizational goals. In an organization can be said to be efficient if it includes the incorporation of optimal work processes and design of equipment and other physical facilities based on work activities that include procedures, structure, and standards of organization work.

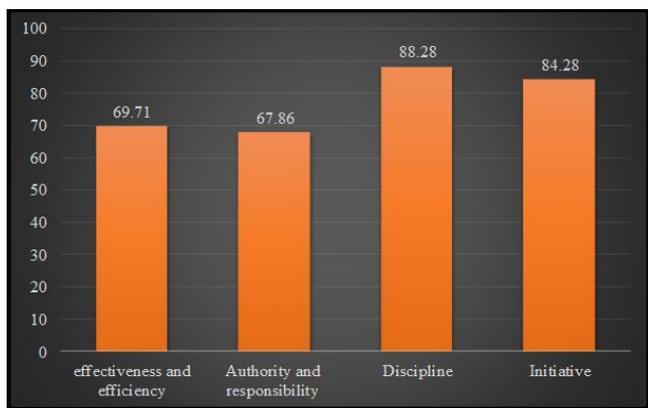


Fig. 1. Employee Performance Indicators

Based on the results of the presentation of data from each indicator table starting from the dimensions of effectiveness and efficiency, authority and responsibility, discipline, and initiative, where the four indicators as a

whole are categorized as good, this can be seen in the percentage for each indicator in Figure 1.

Based on Figure 1 shows for each indicator used in measuring the performance of civil servants in the integrated service department of Gowa Regency, where the effectiveness and efficiency indicators are categorized as good enough because they are on the scale of 80-90, indicators of authority and responsibility whose results are categorized quite good because it is on a scale of 80-90, the indicators of discipline whose results are categorized as good because they are on a scale of 80-90, and indicators of initiative whose results are also good because they are on a scale of 80-90. Of the four indicators in their entirety, it has good results, so it can be understood that the performance of civil servants at the integrated service office of Gowa Regency has gone well.

Based on the presentation and research results above the performance of civil servants in the integrated service department of Gowa Regency which is considered to have run effectively. This is inseparable from the awareness of the employees themselves and also with the support of good knowledge and the ability of employees to work so that each work done can be done well and the results of the work also provide progress for organizational goals. In addition, the employees of the integrated service agency also showed that there was a division of labor that was adjusted to the competence of the employees so that employees did not find it difficult to face the tasks assigned by the leadership.

The performance of integrated service department officials in Gowa district is considered effective as well as seen in the process of building permit services, where the service process provided by the employees gives a sense of satisfaction to the people who manage the building permit, this is because every community that comes to the integrated service department in order to manage building permits, it was never complicated by employees and employees of the integrated service department will also explain well to each community who takes care of the permit so clearly related to what is a requirement that must be completed by the community to manage the permit. So what has been done by employees of the integrated service department has shown good performance because employees can work by following the SOP that has been set by the agency and also employees can communicate well to all the people who come to take care of the building permit.

Employee placement in a section that is tailored to the ability of the employee, of course, it will provide the quality of the work and where the quality of this work reflects the level of satisfaction in the completion of the work and job suitability expected by the organization. In addition, employees so that the initial goal can be achieved well, the authority and responsibility of employees in the integrated service department runs quite well because employees can understand the rights and obligations so that employees always have the responsibility in carrying out their duties.

Whereas the discipline of employees at the Integrated Service Office of Gowa Regency has gone well because employees understand and understand the rules that apply, not apart from the agencies that give consequences to employees who violate the rules. With the employee's awareness, it will impact employee performance so that a harmonious work atmosphere is created among fellow

employees because it is supported by the leadership policy that always gives suggestions or criticisms in the framework of developing the Agency.

Good discipline reflects how much a person feels responsible for the tasks assigned to him. This encourages work passion, morale and the realization of the goals of the organization and its employees. Therefore the leaders always try to make their subordinates always have good discipline. To maintain and improve good discipline is difficult because many factors influence it. Discipline must be upheld in an organization. Without the support of good employee discipline, organizations are difficult to realize their goals, namely performance achievement.

For this reason, it is necessary to increase employee discipline also needs to be considered in terms of completing the work on time even before the work is needed so that it can achieve the organization's work targets that have been set. Besides that to be able to improve organizational performance, each employee is required to complete the work / task when needed or if necessary the work has been completed before it is needed so that employees can do other tasks.

The form of discipline of integrated service staff has been shown, namely employee compliance with office hours. This means that the level of employee attendance also determines the effectiveness of employee performance. The higher the level of attendance of employees, the higher the success rate of an organization. Therefore the presence of employees is an important factor in the implementation of work discipline that will contribute to employee performance. The presence of entering the office is one of the most important supports in achieving an organizational goal and to increase the attendance of employees to enter the office or go home from work.

The initiative is one of the basic characters that need to be developed. For each employee requires an attitude of the initiative, because there are always challenges that must be faced and there are always problems that need solutions. Because various failures and rejections can cause someone to lose initiative. Passivity, fear, and procrastination are great enemies of the character of the initiative. The need for initiatives for each employee because with the ability of initiative an employee is able to carry out his work without waiting for orders from the leadership.

Based on the above explanation, it can be known the importance of ability and consistency that must be possessed by an employee, and in addition, responsibility and disciplinary attitudes are also needed because with a great sense of responsibility towards a job and a sense of discipline it will affect employee performance. This is consistent with the opinion expressed by [25] that the factors that can affect performance are: effectiveness and efficiency, authority and responsibility, discipline, and initiative. When these factors can be implemented properly, the performance of employees will also get good results.

#### IV. CONCLUSION

From this study, an e-commerce web application has been made, and it is named [www.umkngo.com](http://www.umkngo.com). Coding systems that are used are based on OOP (Object-Oriented Programming), so there will not be any difficulty in the developing process of this application. The Reusable Code

is possible with the concept of OOP, so it's suitable to be a programming technique in massive scale to be an online multistore, such as lazada, bukalapak, and others. Source codes as such provide a website with stable response time, either done by few or many users simultaneously.

#### ACKNOWLEDGMENTS

Our gratitude goes to the postgraduate program UNM and in the Office of Cooperatives and Integrated Service Office of Gowa Regency as an institution that helps in providing facilities to obtain research data.

#### REFERENCES

- [1] R. J. M. E. Kahn and S. Li, "The efficiency of local government: The role of privatization and public sector unions," *J. Public Econ.*, vol. 154, pp. 95–121, 2017.
- [2] dan S. R. A. S. Patrucco, H. Walker, D. Luzzini, "Which shape fits best? Designing the organizational form of local government procurement," *J. Purch. Supply Manag.*, 2018.
- [3] W. D. dan S. Si, "Government policies and firms' entrepreneurial orientation: Strategic choice and institutional perspectives," *J. Bus. Res.*, vol. 93, pp. 23–36, 2018.
- [4] dan H. A. J. Jamaluddin, R. Salam, H. Yunus, "Pengaruh Budaya Organisasi terhadap Kinerja Pegawai pada Dinas Pendidikan Provinsi Sulawesi Selatan," *J. Ad'ministrare*, vol. 4, no. 1, pp. 25–34, 2017.
- [5] dan H. A. S. Saggaf, R. Salam, F. Kahar, "Pelayanan Fungsi Administrasi Perkantoran Modern," *J. Ad'ministrare2*, vol. 1, no. 1, pp. 20–27, 2014.
- [6] dan H. A. R. Salam, Rosdiana, Suarlin, "The Impact Of Policy on Region Expansion to Office Administrative Services in Barombong Subdistrict of Gowa District," *Int. Conf. Math. Sci. Technol. Educ. Their Appl.*, vol. 1, no. 1, p. 505, 2014.
- [7] H. A. dan R. Salam, "Analisis Kualitas Pelayanan Publik Berbasis Importance Performance Analysis (IPA) pada Kecamatan Kota Makassar," *J. Ilm. Sci. Pinisi*, vol. 2, pp. 16–20, 2016.
- [8] dan R. S. H. Akib, M. Guntur, "Civitas Academic Perception of "Blissful Services" for Recipient Postgraduate Program State University of Makassar, Indonesia," in *International Conference on Public Organization VI (ICONPO VI)*, 2016, pp. 340–350.
- [9] dan R. S. D. Daraba, R. M. Ramli, H. Sakawati, "Quality Of Service Manufacturing Of Trade License Line In Office Of Investment Investment And Licensed Agency (BPMPT) Regency Of Bulukumba," in *THE INTERNATIONAL CONFERENCE ON SOCIAL SCIENCES AND HUMANITIES*, 2018, pp. 485–490.
- [10] dan M. S. A. E. Protik, I. Nichols-Barrer, J. Berman, "Bridging the information gap between citizens and local governments: Evidence from a civic participation strengthening program in Rwanda," *World Dev.*, vol. 108, pp. 145–156, 2018.
- [11] D. Fossati, "Beyond 'Good Governance': The Multi-level Politics of Health Insurance for the Poor in Indonesia," *World Dev2*, vol. 87, pp. 291–306, 2016.
- [12] R. S. dan M. L. Cardozo, "Education and social change in post-conflict and post-disaster Aceh, Indonesia," *Int. J. Educ. Dev.*, vol. 38, pp. 2–12, 2014.
- [13] dan G. G. S. B. S. Sjahrir, K. Kis-Katos, "Administrative Overspending in Indonesian Districts: The Role of Local Politics," *World Dev.*, vol. 59, pp. 166–183, 2014.
- [14] M. I. Santoso, "Applying Interactive Planning on Public Service Leadership in the Directorate General of Immigration Indonesia," *Procedia - Soc. Behav. Sci.*, vol. 169, pp. 400–410, 2015.
- [15] dan I. R. S. Irawan, L. Tacconi, "Stakeholders' incentives for land-use change and REDD+: The case of Indonesia," *Ecol. Econ.*, vol. 87, pp. 75–83, 2013.
- [16] L. B. and A. D. Habir, "Human resource management in Indonesia," *Hum. Resour. Manag. Rev.*, vol. 13, no. 3, pp. 373–392, 2003.
- [17] A. D. Rothenberg, "Rethinking Indonesia's Informal Sector," *World Dev.*, vol. 80, pp. 96–113, 2016.
- [18] S. G. M. dan M. Fragkias, "Metropolitan planning organizations and climate change action," *Urban Clim.*, vol. 25, pp. 37–50, 2018.
- [19] P. O'Halloran, "Advance Care Planning With Patients Who Have

- End-Stage Kidney Disease: A Systematic Realist Review,” *J. Pain Symptom Manag.*, 2018.
- [20] dan C. V. A. S. Ampe, A. Sevenants, T. Smets, A. Declercq, “Advance care planning for nursing home residents with dementia: Influence of ‘we DECide’ on policy and practice,” *Patient Educ. Couns.*, vol. 100, no. 1, pp. 139–146, 2017.
- [21] and D. S. G. Ahrne, N. Brunsson, “Resurrecting organization by going beyond organizations,” *Eur. Manag. J.*, vol. 34, no. 2, pp. 93–101, 2016.
- [22] and V. L. P. C. J. W. Creswell, V. L. P. Clark, “Designing and conducting mixed methods research,” *Sage Publ.*, vol. 2, 2017.
- [23] and mixed methods approaches. 2013. J. Creswell, Qualitative, quantitative, *Qualitative, quantitative, and mixed methods approaches*. 2013.
- [24] and J. S. M. E. Baltazar, T. Rosa, “Global decision support for airport performance and efficiency assessment,” *J. Air Transp. Manag.*, vol. 71, pp. 220–242, 2018.
- [25] M. E. Baltazar, T. Rosa, and J. Silva, “Global decision support for airport performance and efficiency assessment,” *J. Air Transp. Manag.*, vol. 71, pp. 220–242, 2018.