

# Factors Influencing the “Performance Of State Civil Apparatus In The Department Of Population And Registration” of Bulukumba Regency

Ranreng<sup>1,\*</sup>, Nurdin Nara<sup>2</sup>, Muh Tang Abdullah<sup>3</sup>

<sup>1,3</sup>Public Administration, Faculty of Social and Political Sciences, Hasanuddin University, Indonesia

<sup>2</sup>Public Administration, Faculty of Social and Political Sciences, Hasanuddin University, Indonesia

\*suitable author. Email: ranreng87@gmail.com

## ABSTRACT

In general, performance is divided into two, namely individual performance and organizational performance. Individual performance is the result of employee work both in terms of quality and quantity based on predetermined work standards, while organizational performance is a combination of individual performance and group performance. Human Resources Performance is work performance, or work (output).

This research was carried out at the Population and Civil Registration Office of Bulukumba Regency. This type of research is a qualitative research to analyze events in the field and match the existing theory with a case study approach. Data collection techniques are through observation, interviews and documentation. The leadership factor plays a very large role so that it is able to encourage the creation of performance and provide opportunities for subordinates, the competence, commitment and motivation factors are able to support so that the performance of the state civil apparatus in the future can be improved ".

Based on the results of data analysis and discussion that has been described in the previous chapter, it can be concluded several things as follows: the factors that affect the performance of the State Civil Apparatus of the Population and Civil Registration Service of Bulukumba Regency include; (a) Leadership factor, where a leader must be able to influence directing and provide opportunities for employees (b) competency factor, an employee is required to be competent with training (c) commitment, State Civil Apparatus must be able to realize organizational goals by prioritizing the interests of the service rather than the interests of oneself, a person, and/or a group (d) Employee motivation at the Population and Civil Registration Office of Bulukumba Regency requires motivation from the leadership because it can inspire enthusiasm to work and even show work performance.

**Keywords:** *Performance, state civil apparatus, leadership, dukcapil Bulukumba*

## 1. INTRODUCTION

Performance (work achievement) 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. "Performance" is basically a change or paradigm shift from the concept of productivity to state the ability of a person or organization to achieve certain goals or objectives. Performance is the result of work that has a strong relationship with the organization's strategic goals, community satisfaction, and contributes to the economy[1];[2]. Thus, Performance is about doing the work and the results achieved from that work. Performance is about what is done and how to do it[3].

"Performance is a very important and interesting part because it has proven to be very important in its benefits, an institution wants employees to work really according to their

abilities to achieve good work results, without good performance from all employees, then success in achieving goals will be difficult to achieve[4]. Performance (work achievement) is a result of work achieved by a person in carrying out the tasks assigned to him based on skills, experience and sincerity. Performance has a broader meaning, not only stating as a result of work, but also how the work process takes place[5]. Performance is about doing the job and the results achieved from that work. Performance is about what is done and how to do it[6].

According to[7]states that in general, performance is divided into two, namely individual performance and organizational performance. Individual performance is the result of employee work both in terms of quality and quantity based on predetermined work standards, while organizational performance is a combination of individual performance and group performance. Human Resources Performance is work

performance, or work results (output) both quality and quantity achieved by HR per unit period of time in carrying out their work duties in accordance with the responsibilities assigned to them.[8];[9].

Performance by[10]Referring to the results achieved from this work, this opinion is confirmed by[11]by saying that performance should be able to describe the results, not abilities, methods or behavior. Maybe the ability, method, or behavior determines or influences the results, but is not a part of the results, only becomes an explanatory factor why the results obtained reach a certain level. Therefore[12]assume that performance should be defined as the result of the work itself (Outcomes of Work)

## 2. RESEARCH METHOD

The approach used in this study is a qualitative approach, researchers go to the field to collect data in a natural context, researchers interact with subjects/participants to gain their perspective in the real world. All of these field activities are oriented towards providing a rich description of “the performance of the state civil service in the population and civil registration services of the Bulukumba district.” Participants' perspectives, the nature of data collection, fieldwork, and rich descriptions are all main characteristics of qualitative research.

This research uses multiple sources of data as is common in qualitative research. Most qualitative study references identify three main sources of data for qualitative research, namely “interviews, observations, and documents. This study uses data collected from the following three sources: (1) interviews with selected participants; (2) program/activity archives and documents, and (3) direct observation”. The use of different data sources is important because it allows triangulation strategies to be applied to improve the validity of study findings.

Primary data sources come from informants “chosen are policy implementers in the field to policy holders. The characteristics of the selected informants are "informants" are state civil servants in the Bulukumba district dukcapil service. The informants in this study were the head of the Bulukumba district dukcapil service, the secretary, the head of population identity, the head of moving to come and population data collection, the head of "civil registration services, head of population data processing and presentation”, dukcapil staff and the community.

"The data is analyzed using several steps according to Miles' theory, namely analyzing the data in three steps: data condensation (data condensation), presenting data (data display), and drawing conclusions or verification (conclusion drawing and verification).[13]. Data condensation refers to the process of selecting, focusing, simplifying, abstracting and transforming data.[14].

## 3. RESULTS AND DISCUSSION

### a. Leadership factor

From the results of research conducted by researchers, information is obtained that leadership factors are factors that shape the performance of the state civil apparatus in the Population and Civil Registration Office of Bulukumba district, where the leader always provides motivation by directing his subordinates to work well. Reward is an incentive for employees who can provide work performance that exceeds performance standards. Awards are rewards given by the agency to employees for the work they have done.

With a good award, employees are expected to be able to improve performance and have a higher desire to excel in doing work and have the ability to compete so that a balance between personal and organizational goals is achieved. Because on the other hand, a good award can also be a separate motivation for the employee to achieve good performance in the future[15]. awarding produces two kinds of benefits, namely; 1) providing information, rewards can attract the attention of personnel and provide information and remind them of the importance of something being rewarded compared to other things, 2) provide motivation, an employee who gets an award can also increase the motivation of personnel, so they allocate time and effort them for the organization[16].

### b. Competence

Competence is the ability to carry out tasks that are obtained through education and training. Human resources or man power abbreviated as HR is the ability of every human being[17]. Ability is the power of thought and physical power possessed by each individual obtained from effort (learning and training). Behavior and traits are determined by heredity and environment, while work performance is motivated by the desire to fulfill satisfaction[18]. Ability is an effort to improve the technical, theoretical, conceptual and moral abilities of employees in accordance with the needs of the job, position through education and training. While the training aims to improve the technical skills of the employee's job implementation[19];[20].

Personal development of superior quality systematically may be one of the strategies that must be carried out when an agency dreams of being the best. Competence itself can be understood as a combination of skills, personal attributes, and knowledge which is reflected through job performance. behavior) that can be observed, measured and evaluated. In a number of literatures, competencies are often divided into two types, namely soft competencies or types of competencies that are closely related to the ability to manage

Work processes, human relationships and building interactions with other people. the ability of employees, namely where employees have skills in carrying out their job responsibilities so that it can be seen the level of community satisfaction with the services provided. The ability of

employees at the Department of Population and Civil Registration still needs to be improved, seen from the work achievement of the employees who are still less than optimal, the ability of employees in knowledge and mastery in the field of computers is still limited.

#### c. Commitment

Commitment is the willingness and ability to harmonize the attitudes and actions of the State Civil Apparatus to realize organizational goals by prioritizing the interests of the service rather than the interests of oneself, a person, and/or a group. Commitment to the organization is a psychological bond between the individual and the organization.

Organizations have two different variables: Commitment is an agreement or commitment to do something; contract[21]. Meanwhile, the meaning of a promise is a word that expresses the willingness and ability to do something. So commitment means having a higher quality compared to promises. Usually the term commitment is used for important things.

Commitment is often associated with loyalty, devotion and dedication to the organization where the employee or employee works[22]. Commitment in every organization is needed by the organization for employees or employees who devote themselves to the organization. Furthermore, the loyalty of the apparatus or employees as members of the organization is expected to be able to increase the commitment to achieve the degree for the apparatus or employees concerned. Commitment as a relative strength of identification

The individual and his involvement as the relative strength of the individual's identification with the work organization. Commitment is a value orientation towards work which shows that individuals really think about their work. Where work provides life satisfaction, and work provides status for individuals[23]. Organizational commitment is generally understood as an individual's psychological bond to the organization including work involvement, loyalty and a feeling of belief in the values of the organization.

#### d. Motivation

Motivation is a general understanding and form of a person's need to behave, how behavior is initiated, activated, maintained, directed and dismissed. Motivation can also be interpreted as an answer to why someone is willing to do a certain job. Motivation involves a chain reaction that starts with a felt need, then arises the use or goal to be achieved, and looks for efforts to achieve the goal, and ends with satisfaction. motivation is the provision of a driving force that creates a person's enthusiasm so that they want to work together, work effectively and are integrated with all their efforts to achieve satisfaction. managed to achieve and realize the goals that have been set. The importance of motivation

because motivation is the thing that causes, distributes and supports human behavior, so that they are willing to work hard and enthusiastically to achieve optimal results.

Motivation is formed from the attitude of an employee in dealing with work situations. Motivation is a condition that moves employees who are directed to achieve organizational goals. Mental attitude is a mental condition that encourages employees to try to achieve maximum work performance. The mental attitude of an employee must be prepared psychophysically (mentally, physically, goals and situations). This means that an employee must be mentally prepared, physically capable, understand the main goals and work targets to be achieved and be able to utilize and create work situations.

Motivation is a drive that provides power that leads to the achievement of needs, provides satisfaction or reduces imbalances[24]. A person's motivation to work determines the results or quality of his work. Intrinsic motivation in the form of awareness of the importance or benefits and meaning of work will make a positive contribution to an employee. Duties and work are no longer interpreted as an obligation but are interpreted as a value of worship and improving the quality of life. Discipline plays a role in building the concept of awareness and willingness

Someone to change behavior in accordance with the rules and regulations that apply in the organization. The motivation that exists in a person is a driving force that will realize a behavior that is in accordance with work regulations/procedures. The relationship between intrinsic motivation and work discipline is that if employees are motivated, they will make positive choices to do something, with adherence to established procedures.[25].

Motivation is a driving or driving factor for a person in doing work and duties. With motivation, a person can carry out his work and duties on an ongoing basis, for that high motivation is needed and owned by every employee.

Employees at the Population and Civil Registration Office of Bulukumba Regency need motivation from the leadership because they can inspire enthusiasm to work and even show work performance. Individual motivation arises from within the individual itself or is called intrinsic motivation and can also come from outside or extrinsic motivation. The leader directs to understand the tasks that are the obligations and responsibilities in producing maximum performance. A leader's behavior affects satisfaction and performance

Work motivation is an impulse that exists within a person to act or do something, because there are things he wants to get with that action.[26]. Furthermore, motivation questions how to encourage the enthusiasm of subordinates to work hard by giving all their abilities and skills to realize the goals of the organization. With the motivation, the attention, thoughts, energy, and activities of employees can be directed to goals and objectives that are useful and profitable for the institution where they work.

#### 4. CONCLUSION

Factors that affect the performance of the State Civil Apparatus of the Population and Civil Registration Service of Bulukumba Regency include; a) Leadership factors, where a leader must be able to influence, direct and provide opportunities for employees. b) competency factor, an employee is required to be competent with the training. c) commitment, the State Civil Apparatus must be able to realize the goals of the organization by prioritizing the interests of the service rather than the interests of oneself, a person, and/or a group. d) Employee motivation at the Population and Civil Registration Office of Bulukumba Regency requires motivation from the leadership because it can inspire enthusiasm to work and even show.

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