

Analysis of the Effectiveness of Employee Work Implementation at the Regional Secretariat of Sigi Regency

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ABSTRACT

The purpose of this study was to determine and analyze the effectiveness of the work implementation of employees at the Regional Secretariat of Sigi Regency according to standard operating procedures. The results of the study indicate that the quantity of work is related to work concentration, work completion, expertise and additional work time. The amount of work can be obtained from the results of the answers to the questionnaire of the state civil apparatus, which reveals that the level of work quantity can optimally complete the workload given. The quality of work at the Regional Secretariat of Sigi Regency is closely related to the effectiveness of the work produced; this is due to the level of accuracy of the state civil servants. In optimizing working time, and the greater the knowledge they have, especially theoretical ones. The Regional Secretariat of Sigi Regency is a government organization that cannot be separated from services to the community, the use of time in work is required to improve organizational governance and use of resources to complete work by established operational standards.

Keywords - Work Performance, Effectiveness, Work Implementation

INTRODUCTION

The effectiveness of one of the main elements of organizational activities in achieving predetermined goals and objectives. Viewed from the aspect of timeliness, energy is the achievement of predetermined targets on time by using specific resources that have been allocated to carry out various activities. The effectiveness of the implementation of the work of the Sigi Regency regional secretariat employees needs to be improved in terms of good administrative services, in the form of professional work, intellectual, disciplined and efficient work.

The effectiveness of the work implementation of employees is the necessary capital of administrative services in increasing the effectiveness of work towards a better direction. In dealing with this, the leadership of the Sigi Regency regional secretariat agency must make efforts to increase the effectiveness of employees' work.

From the background of the problems above, the formulation of the main issues in this study is: Is the effectiveness of the work implementation of employees at the Regional Secretariat of Sigi Regency by standard operating procedures?

METHODOLOGY

The data analysis technique used in this research is descriptive qualitative data analysis technique. The data that has been obtained and collected are analyzed by making categorization to make it easier to interpret the data. Each information that has been categorized is linked to getting a relationship to conclude. Systematically, in analyzing the research data, the data obtained in the study are first recorded and coded so that the data source can be traced. After the recording process is complete, the data is collected to be sorted and categorized. According to Lexy (2009), for these categories to have meaning, the relationships and patterns contained in the data are looked for to make general findings.

In this study, we are using qualitative data analysis techniques. Data analysis in this study took place simultaneously with the data collection process. Among them are through the water model, namely data condensation, data presentation, and concluding.

RESULT

Table 1: Work Requires Concentration

Answer Category	Frekuensi	Persentase (%)
Doubtful	1	1,9
Agree	43	79,6
Strongly Agree	10	18,5
Total	54	100

Based on the above statement, respondents think that work requires concentration, so that the workload given by the leadership can be completed according to the set time. Especially at the Sigi Regency Regional Secretariat office, one of which is to assist the regional secretary in preparing administrative and fostering state civil servants.

From the results of the distribution of respondents to the optimal question in completing a good job, respondents who answered agreed as many as 34 people or 63%, strongly agreed as many as 20 or 37%. as shown in Table 2.

Table 2. Optimal in Completing a Good Job

Answer Category	Frekuensi	Persentase (%)
Agree	34	63
Strongly Agree	20	37
Total	54	100

The ability of employees to provide services to them requires optimization in the completion of work, one of which is as a facilitation for the formulation of policies for the implementation of regional government affairs, regional structuring, facilitation of the

council for consideration of regional autonomy and relations between institutions, capacity building and evaluation of regional performance and regional apparatus, in Sigi Regency .

From the results of the distribution of respondents to work questions using expertise, respondents who answered agreed as many as 41 people or 75.9%, strongly agreed as many as 13 or 24.1%. as shown in Table 3.

Table 3: Working Using Skills

Answer Category	Frekuensi	Persentase (%)
Agree	41	75,9
Strongly Agree	13	24,1
Total	54	100

In assisting the implementation of development in Sigi Regency, respondents gave a response that working requires skilled personnel in their fields. This is because the desired development process can be carried out well.

From the results of the distribution of respondents to the question of work sometimes overtime, respondents who answered doubt were as many as 1 person or 1.9%, agreed as many as 39 people or 72.2%, strongly agreed as many as 14 or 25.9%. as shown in Table 4.

Table 4: Occasional Overtime Work

Answer Category	Frekuensi	Persentase (%)
Doubtful	1	1,9
Agree	39	72,2
Strongly Agree	14	25,9
Total	54	100

In completing the work charged by the leadership, sometimes the work must be completed overtime by the employees. This is because the time given to complete the work is not long.

From the results of the distribution of respondents to the question of completing work neatly, respondents who answered doubtfully were 1 person or 1.9%, agreed as many as 38 people or 70.4%, and strongly agreed as many as 15 or 27.4%. as shown in Table 5.

Table 5: Completing the Work Neatly

Answer Category	Frekuensi	Persentase (%)
Doubtful	1	1,9
Agree	38	70,4
Strongly Agree	15	27,4
Total	54	100

Based on respondents' answers about completing work neatly, illustrating that employees feel that having a neat job can facilitate filing of the job.

From the results of the distribution of respondents to the question of carrying out work carefully and thoroughly, 2 respondents or 3.7% answered doubtfully, 32 people or 59.3% agreed strongly, 20 or 37% strongly agreed. as shown in Table 6.

Table 6: Carry out Work Carefully and Thoroughly

Answer Category	Frekuensi	Persentase (%)
Doubtful	2	3,7
Agree	32	59,3
Strongly Agree	20	37
Total	54	100

Based on the respondent's answer, the ability of Regional Secretariat staff to have the task of assisting the Regent in formulating policies and coordinating administratively on the implementation of regional apparatus duties and administrative services requires accuracy and thoroughness.

From the results of the distribution of respondents to the questions worked optimally with the maximum time, respondents who answered agreed as many as 36 people or 66.7%, strongly agreed as many as 18 people or 33.3%. as shown in Table 7.

Table 7: Work Optimally With Maximum Time

Answer Category	Frekuensi	Persentase (%)
Agree	36	66,7
Strongly Agree	18	33,3
Total	54	100

Based on the respondent's answer, it is demanded the ability of employees to maximize time in completing work. Because of the work at the Regional Secretariat of Sigi Regency, so much has to be done, especially services to the community.

From the results of the distribution of respondents to the question determining the target time for completion of work, respondents who answered agreed as many as 34 people or 63%, strongly agreed as many as 20 people or 37%. as shown in Table 8.

Table 8: Determining the Target Time for Completion of Work

Answer Category	Frekuensi	Persentase (%)
Agree	34	63
Strongly Agree	20	37
Total	54	100

Determination of the time for completion of work is very important, this is because the level of discipline of employees who are given the workload will increase. The results of the work are as expected.

From the results of the distribution of respondents to the questions required to be able to complete the assigned work, respondents who answered agreed as many as 37 people or 68.5%, strongly agreed as many as 17 people or 31.5%. as shown in Table 9.

Table 9: Completing assigned work

Answer Category	Frekuensi	Persentase (%)
Agree	37	68,5
Strongly Agree	17	31,5
Total	54	100

Based on the results of the answers to the above statements, the respondents realized that the main task as an employee is to complete the work load given. This ability to complete makes respondents get a reward for completing a good job.

From the results of the distribution of respondents to work questions according to the set operational standards, respondents who answered agreed as many as 31 people or 57.4%, strongly agreed as many as 23 people or 42.6%. as shown in Table 10.

Table 10: Work according to the set operational standards

Answer Category	Frekuensi	Persentase (%)
Agree	31	57,4
Strongly Agree	23	42,6
Total	54	100

At the Sigi Regency Secretariat office, the function is to comprehend the implementation of work consisting of: coordinating the formulation of regional policies; coordinating the implementation of regional work unit tasks; monitoring and evaluation of the implementation of regional policies; administrative services and development of the state civil apparatus in Regional agencies; and the implementation of other functions assigned by the Regent in relation to his duties and functions.

DISCUSSION

The Sigi regional secretariat is one of the elements of the district government staff led by a provincial secretary who is under and responsible to the Regional Head. The local secretariat in the implementation of management is the centre of administrative activities rather than the wheels of government in the regions.

The results of the respondents above illustrate the level of work effectiveness in the Regional Secretariat of Sigi Regency. The point of work carried out by employees in terms of increasing the use of organizational resources, which includes the use of office facilities in the form of people, technology and finance maximized in achieving maximum work results. The ability of employees at the Regional Secretariat Office of Sigi Regency to carry out their duties as state civil servants is expected to be able to empower/use all existing

resources within the organization concerned to assist in the completion of work tasks in terms of quantity of work, quality of work and use of time to achieve work results. Maximum. The provision of office facilities at the Regional Secretariat of Sigi Regency is beneficial for the state civil apparatus for the process of completing work efficiently and quickly so that the workload given by the leadership can be resolved both in terms of time and work results.

This work quantity is related to work concentration, work completion, skills and additional work time. The amount of work can be obtained from the answers to the questionnaire of the state civil apparatus which reveals that the level of work quantity can optimally complete the given workload, in addition to measuring work or setting participatory goals of all state civil servants in the Sigi Regency Regional Secretariat office. Determination of the quantity of work carried out by the Regional Secretariat of Sigi Regency through a meeting with the leadership in discussing job goals, its role about jobs, organizational requirements and employee needs.

The quantity of work carried out at the Regional Secretariat of Sigi Regency aims to determine the number of state civil servants, and the appropriate amount of responsibility or workload delegated to a state civil servant who is in the Regional Secretariat of Sigi Regency, especially in each field, both in the areas of government and welfare. The people, the field of economy and development and the field of general administration. The quantity of work that is in the Regional Secretariat of Sigi Regency as an organization that carries out the function of coordination and technical, administrative services to all vertical regional government agencies/agencies, the quantity of work is to support the effectiveness of the state civil apparatus for use, motivation, and organizational budget adjustments.

Increasing the quantity of work of state civil servants in the Regional Secretariat of Sigi Regency is carried out to achieve organizational goals. To get good work results in an organization, especially at the Regional Secretariat of Sigi Regency, one of the elements that must be considered is that the organization must be able to regulate the amount/volume of work with a predetermined period.

The quality of work at the Regional Secretariat of Sigi Regency is closely related to the effectiveness of the work produced; this is due to the level of accuracy of the civilian state apparatus in optimizing working time, as well as the more excellent knowledge they have, especially theoretical ones. The ability of employees to work carefully will determine the attitudes and actions of employees in carrying out the given workload. State civil servants who are equipped with knowledge in carrying out their work can affect the quality of the work produced and with the experience they have based on their respective duties, they will support the implementation of their responsibilities in a professional position and with extensive knowledge an employee is expected to be able to do a good and productive job.

The use of time in resolving workloads by state civil servants in terms of administrative aspects and quality of work owned by state civil servants at the Sigi District Secretariat is a routine in technical matters, values, missions, organizational goals and

functions of the District Secretariat as an implementing element that assists the Regent in carrying out his duties. - governmental, administrative, corporate, and governance tasks as well as providing administrative services to all regional apparatuses in Sigi Regency. The Regional Secretariat Office of Sigi Regency is a government organization that cannot be separated from services to the community, therefore improving organizational governance and the use of resources in improving the quality of work in the framework of planned and measurable benefits.

Service to the community is one of the aspects seen in measuring productivity as seen from efficiency and effectiveness through the implementation of the apparatus' duties at the Regional Secretariat of Sigi Regency. One of the activities carried out by employees at the regional secretariat of Sigi Regency is the use of time to complete incoming letters that can be achieved for one to two days.

In carrying out good governance, the Regional Secretariat of Sigi Regency carries out administrative services by using administrative information systems and organizational management, this is to use time in the context of work effectiveness. This organizational information system suggests that it facilitates strategic policies to increase human resources in the Regional Secretariat Office of Sigi Regency.

Based on the research results of Lailina, et al. (2019) concluded that the effectiveness of employee performance in fulfilling the standard service components based on the Regulation of the Minister of PAN-RB Number 15 of 2014 by the Office of Religious Affairs to improve the quality of marriage registration services is quite good. This is evident from the two components of service standards that have been appropriately implemented, namely: service standard components related to the service delivery process and standard service components related to the service management process (manufacturing). Efforts that have been made by KUA Lowokwaru District in improving service quality namely the use of SIMKAH (Marriage Information System) and the existence of a training program that is given to employees according to their positions. At the same time, the supporting factors of the effectiveness of employee performance are a conducive work environment, high work motivation, competent human resource capabilities and high work discipline. The inhibiting factor is inadequate facilities and infrastructure provided, as well as limited human resources.

CONCLUSIONS

From the results of the frequency and percentage of work effectiveness of the state civil apparatus, the conclusions are:

1. Increasing the effectiveness of the work of the state civil apparatus at the Regional Secretariat of Sigi Regency shows that the quantity, quality and time utilization are maximized. The quantity and quality of existing human resources are effective in carrying out tasks and workloads.

2. The effectiveness of organizational management at the Regional Secretariat of Sigi Regency runs optimally by making policies to implement quantity, quality and use of time.
3. The Regional Secretariat of Sigi Regency has reformed administrative management regulations for good governance to achieve employee work effectiveness.

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