

Analysis of Employees' Performance in Department of Health Palu City, Central Sulawesi Province

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ABSTRACT

Performance is the work result in both quality and quantity that can be achieved by an employee in carrying out his main duties and functions as an employee by responsibilities assigned or given to him. The purpose of this research is to determine and analyze the performance of employees at the health department of Palu city. The type of research is qualitative and the data collection techniques are observation, interview, and documentation. The informants taken in this study are 1 (one) as Head of Subdivision of Personnel, 1 Head of Subdivision of Health Services and Resources, 1 civil servant, and 1 noncivil servant. The results show the performance of Health Office employees in terms of quantity had many work programs carried out according to the planned targets, regarding the punctuality of employees who are serious enough in doing their work and trying to finish on time because each employee already has a job description, and in terms of independence, employees have taken the initiative incomplete their work without being supervised by the leadership, although there are still some obstacles faced in achieving the organization's work goals. This research suggests that the Health Agencies further improve massive strategies in developing and improving employee performance.

Keywords – Performance, Quantity, Punctuality, and Independence

INTRODUCTION

Performance is a result of behavior that is judged by several criteria or quality standards, thus when talking about performance usually think good or bad, meaning that if a person's behavior gives results by the work carried out by the Health Office, then the performance is classified as good and otherwise means poor performance and Decreased work productivity to explore and develop the potential of human resources in the Health Office needs to be systematically and continuously developed, not only discussed but proven in real practice. Human resources that have quality and quality can have a positive impact on the development of the Health Service in the future (1).

The Palu City Health Office is a government agency that provides information and health services needed by the Palu city community, so the health department is needed to

facilitate these needs in accordance with public services, namely all service activities carried out by public service providers as an effort to fulfill the needs of service recipients and implement the provisions of the legislation.

One of the agency's efforts in maintaining the performance of its employees is by paying attention to the quantity of work, timeliness, and independence which are one of the important factors to get optimal work results. Performance is related to the level of absenteeism, morale, complaints, or vital agency problems.

Employees are one of the most important production factors in an agency (2). The Health Office is an agency engaged in public health services for the Palu City area, where the success of carrying out duties and responsibilities in the agency depends on the performance of the employees in the agency, the importance of the performance of employees at the Health Office greatly influences the implementation of goals. the agency, namely to improve services to the community, especially in the process of monitoring and fostering the need for information and health services.

Performance is an important thing that must be achieved by every agency, including the Palu City Health Office, because performance is a reflection of the agency's ability to manage and allocate its employees (3), Therefore, the performance of employees has a very important influence for the ongoing activities of the agency and affects the process of achieving agency goals. Six criteria can be used to measure performance, namely quality, quantity, timeliness, cost-effectiveness, independence (need for supervision), and work commitment (interpersonal impact) (4).

The resources of the Palu City Health Office cannot run well if it is not followed by good education management as well. The education management approach, in this case, is more emphasized on the management approach of the Health Office which can provide an attitude of independence of an employee to regulate himself to improve service quality. A Head of the Health Office as a top manager and organizational culture has a central role in planning, organizing, directing, and controlling human resources in the Health Office and the surrounding environment.

Several researchers regarding performance have been carried out by researchers, such as Marwan (2014) with the research title Analysis of the Performance of the Aru Islands Regency Revenue Service in Regional Tax Revenue with research results. The results of measuring the performance of the Regional Revenue Service show the quality of work, quantity of work ofwoni, punctuality, effectiveness in completing work can be categorized as "good enough". While the independence indicator of Am Islands is in the category of "not good" While the work commitment indicator is categorized as "good". Research on Performance Analysis of Public Service Employees in Karangpandan District, Karangkaya Regency with the results of research on the performance of employees of the Karangpandan District Office for making ID cards based on these service standards, namely: service procedures, completion time, service costs, product UK services, facilities, and infrastructure and competence of public service providers (5).

At the Palu City Health Office there has never been a comprehensive employee performance assessment of all staff, so it is not yet known what factors can affect the employee's performance at the Palu City Health Office, because there are many factors that vary among the Palu City Health Office employees, for that research is needed This was done at the Palu City Health Office in 2020.

METHODOLOGY

This study uses qualitative methods to obtain complete data through in-depth interviews, observations, as well as the truth and existence of supporting documents from the statements of the informants in the hope that they can be used as input and contribute ideas in solving problems related to employee performance at the Palu City Health Office. . The research was conducted at the Palu City Health Office, which is located on Jalan Balai Kota Utara No.2 Tanamodindi, South Palu District, Palu City, Central Sulawesi. This research was conducted from May to July 2020. The sources of informants in this study were people who knew information about employees who were at the Palu City Health Office. The informants selected for this study were: 1 (one) head of the Public and Civil Service Subdivision of the Palu City Health Office, 1 (one) Head of the Health Services & Resources Subdivision of the Palu City Health Office, 1 (one) employee of the State Civil Apparatus. Palu City and 1 (one) Non-State Civil Apparatus Employee from the Palu City Health Office.

RESULTS

Employee Performance

According to the results of surveys and interviews from the four informants that the performance carried out by employees is maximal enough in carrying out the work given even though there are still some obstacles, the performance assessment at the Health Office uses daily reports and SKP, as for the factors that support improving employee performance, namely education, facilities, and infrastructure, in addition to the criteria set in assessing employee performance, namely discipline, productivity, and loyalty.

Quantity

According to the results of surveys and interviews in the field that the quantity at the Health Office is maximal enough because the achievement of performance targets has reached 90% and the level of suitability of the number of employees has not reached 100% because there are still rooms that are short of employees.

Punctuality

According to the results of surveys and interviews in the field for the punctuality of employee attendance, sometimes there are still those who are not on time to attend the apple in the morning, but for the punctuality of completing work, it is good because many employees can complete their work on time.

Independence

According to the results of surveys and interviews in the field for independence, it is very good because employees at the Health Office do their work without supervision from the leader, the relationship between co-workers is also very good at helping each other, and has taken the initiative to do the work themselves.

DISCUSSION

Employee Performance

Employee performance appraisal is a very important part of human resource management in the organization (6). This assessment is carried out to determine the achievements that have been achieved by employees in achieving the vision and mission of an organization, thus this study will assess the performance of employees at the Palu City Health Service based on the performance measurement criteria proposed by Bernadin and Russell, namely: quantity of work, accuracy time and independence.

Without performance measurement, it will not be known which ones should be appreciated and maintained and which ones should be improved by the organization or agency. Performance measurement is carried out by comparing indicators that can be in the form of plans, targets, certain standards, or expectations with the realizations that have been carried out by the agency so that it can be seen how big the gap is.

By looking at the results of interviews, it is known that the work carried out by employees is maximal enough in carrying out the work given even though there are still some obstacles faced by the achievement of the organization's work goals.

Studies conducted by Osborn and Gaeler say that the government is not capable enough to carry out its public sector activities; the government does not have sufficient funds to finance public sector activities. Therefore, the involvement of elements of the private sector, community, and other community institutions in organizing the public sector is the right choice to create efficiency, effectiveness, and empowerment of the community itself, from here public sector activities change, where only the government is involved in the house construction process but the private sector Community institutions and NGOs are the three main pillars that must play an active role in the development process.

If the results of the research are synergized and those obtained by researchers from interviews with the opinions of observers and gallery above, it is indeed true, as said not all work or performance of government officials can be carried out entirely by the government itself as well as the performance of the Palu City Health Office employees who still do not have a high level of performance.

Quantity

The quantity of this work is related to the number/volume of work tasks completed at the specified time, the point of the quantity of work can be obtained from the results of work measurement or participatory goal placement. Determining the quantity of work can

be done through discussions between superiors and their subordinates on their role about other jobs, organizational requirements, and employee needs, thus this quantity aims to determine how many personnel and how many responsibilities or work materials are appropriate. assigned to an employee. in determining the quality of work that must be done is to identify both the number of employees and the job qualifications needed to achieve organizational goals, to get good work results in an organization one of the elements that must be considered is the organization must be able to regulate the amount/volume of work with a long period. specified time. This is done so that between one job and another work can be completed according to a predetermined time/schedule.

Based on the data obtained and responses from the available information, it can be concluded that the number of employees' work is completed based on a predetermined schedule in which these jobs do not clash with each other's schedule because it is already listed in the workload of each employee so that more work programs are carried out, and inseparable from the number of employees who have been assigned to work on each work target which is divided based on their respective fields so that the amount of workload with the number of employees working can be balanced so that each job can be completed according to the schedule for completing tasks and responsibilities.

Punctuality

Regarding timeliness, it is the completion of a job where on time means that public services can be completed within the allotted time (7). The measure of timeliness measures whether an individual does what is said to be done. The value where a job can be carried out by a predetermined time or at a time faster than a predetermined time is also included in the element of timeliness. Punctuality is also one of the factors that a job can be completed according to the previously planned time. Related to that in an organization, we must know how a job is done by employees can be completed on time (8).

Based on the results of the interview, it can be concluded that the Palu City Health Office is serious enough in doing their work and trying to complete it on time because every employee/individual already has a job description that contains the obligations and responsibilities of employees for the duties and functions they must even though it is recognized that there are still some employees who are less serious in completing their duties, it is necessary to improve employee discipline in terms of completing their work on time even before the need for the work so that they can achieve the organizational work targets that have been set. are required to complete their work/tasks when needed or if necessary the work has been completed before it is needed so that employees can carry out other tasks so that they can streamline their time. g exists.

If the task/work can be completed when needed, it can help increase work targets and targets that are more optimal and if the work is completed before it is needed it can increase the volume of work that can be completed with the available time to make efficient use of time and even costs in the process of completing the work. and can automatically increase organizational productivity.

Independence

Independence here is seen from the level where an individual takes the initiative in carrying out his work and does not ask for help from others in other words the individual can complete independently without needing help from superiors or co-workers if he encounters problems in the work process (9). In an organization to create an employee who is creative and able to solve work problems and can complete difficult work, the employee is required to be able to work independently, think creatively in finding solutions to the work problems encountered, thereby developing the thinking power of employees for organizational development. in a better direction so that the performance of the individual itself can be more optimal (10).

Based on the data and information, it can be concluded that the employees at the Palu City Health Office have taken the initiative in completing and carrying out their work without being supervised by their superiors/leaders.

CONCLUSIONS

This study concludes that the quantity of employees in carrying out the work is quite good and is by the given target although there are still some obstacles faced in carrying out the achievement of the organization's work goals, not all work or performance of the government apparatus can be done entirely by the government itself Then the punctuality at the Palu City Health Office is quite good because employees can complete work as planned and completed on time. So that it can increase the volume of work, streamline costs and increase organizational productivity, then employee independence is quite good, judging from the level where an individual takes the initiative in carrying out his work and does not ask for help from others in other words the individual can complete independently.

SUGGESTION

Recommendations are suggestions for the Department of Health to carry out an even more massive strategy in developing and improving employee performance.

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