

EVALUATION ANALYSIS OF EMPLOYEE PERFORMANCE IN IMPROVING THE QUALITY OF WORK AT THE SECRETARIAT OF THE GENERAL ELECTION COMMISSION OF THE GUNUNGSITOLI CITY

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Yasaro Dotonafu Laoli ¹⁾, Eliyunus Waruwu ²⁾, Yupiter Mendrofa ³⁾, Forman Halawa ⁴⁾

Abstract:

The existence of quality human resources (HR) can determine the quality of humans as those who play an important role in advancing the organization concerned. The competition that occurs will have an impact on the way an organization works. This is caused by the desire of each organization to become a superior organization in terms of its performance. Performance evaluation is a form of assessment and review which is usually carried out periodically by the owner or company management of employees in the workplace. Employee performance is the result of work can be achieved by a person or group of people in a company in accordance with their respective authority and responsibilities in an effort to achieve organizational goals illegally, does not violate the law and does not conflict with morals and ethics. Work evaluation aims to improve work quality to create a safe and healthy work environment, increase employee motivation and satisfaction, increase efficiency and productivity, and improve performance. The formulation of the problem in this research is how to describe employee performance evaluation in improving the quality of work for employees at the Gunungsitoli City KPU Secretariat and can improve the quality of work for employees at the Gunungsitoli City KPU Secretariat. The aim is to determine employee performance in improving the quality of work. Qualitative descriptive research method to determine the application of Employee Performance Evaluation in Improving Discipline, Responsibility, Quality and Availability of Human Resources at the Gunungsitoli City KPU Secretariat. The results of the Performance Evaluation research carried out by the Gunungsitoli City KPU Office have gone well and effectively. Factors that support and inhibit the employee performance evaluation process include ability factors, motivation factors and mental attitude factors.

Keywords: Performance Evaluation, Work Quality, Gunungsitoli City KPU

INTRODUCTION

With the existence of quality human resources (HR) in an organization, both institutions and companies, they function as assets that must be trained and their abilities developed (Ansory, 2018). Performance evaluation is a form of assessment and review that is usually carried out periodically by the company owner or management of employees in the workplace. Performance evaluation is also used to find out whether the work results of employees are in accordance with their duties and responsibilities as well as the standards set by the company. Performance evaluation aims to ensure the level of success of workers as implementers of activities within the company. Carrying out an

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evaluation is very useful for employees in a company to realize the achievements expected by the company and also improve performance that has not yet been achieved based on the results of the evaluation. This human resource factor is an important element for agencies to pay attention to because human resources with good performance are needed to support the successful implementation of agency activities. Without human resources with good performance, it will be difficult for an organization to achieve its stated goals. This is in line with Sopiah, & Sangadji (2018) that human resource development has a significant impact on employee performance.

Employee performance then determines the success of an organization, besides that success in an organization cannot be separated from the human resource capabilities of the individuals who work in it. Both government organizations and private organizations need human resources who have optimum performance to support the achievement of goals set by the organization. Therefore, the basic things that need to be considered in order to achieve the organization's mission are because if the individuals who work do not have the ability, skills and good behavior then it is zero if the organization's goals can be achieved effectively and efficiently, Employee performance is the result of work that can be achieved by a person or group of people in a company in accordance with their respective authority and responsibilities in an effort to achieve organizational goals illegally, without breaking the law and not conflicting with morals and ethics (Afandi, 2018). Performance management provides benefits not only to organizations, but also managers and individuals. The benefits of performance management for organizations include aligning organizational goals with team and individual goals, improving performance, motivating workers, increasing commitment, supporting core values, improving training and development processes, increasing skills base, seeking continuous improvement and development, seeking career planning basis, helps keep skilled workers from moving, supports total quality and customer service initiatives, and supports cultural change (Wibowo, 2017).

According to Ajat (2018) states that evaluation is a process of determining decisions about quality or objects or activities by involving value considerations based on data and information that is collected, analyzed and interpreted systematically. In Astiti's book (2017), evaluation is an identification activity to see whether a program that has been planned has been achieved or not, is valuable or not, and can also be used to see the level of efficiency of its implementation. Evaluation relates to value decisions. Performance evaluation is an annual individual assessment stage based on certain benchmarks that are assessed. Apparatus development is a stage of the results of performance evaluation, so that it will be known the extent of improvements that need to be made to the apparatus or employee regarding the performance targets achieved. Performance evaluation, as a stage of performance management. Performance assessment or evaluation can determine the extent which the apparatus has achieved performance targets in accordance with its duties and functions. The purpose of performance evaluation

is to ensure the achievement of the goals and objectives of the agency (Aziz, 2018) .

3 Performance really needs to be evaluated by every leader of a company, to find out which employees are performing and not achieving so that the company can give rewards to the right people. Performance evaluation is an assessment or measurement process to find out how high or low an employee's performance is. Performance also has an influence on work quality, according to Husna (2017) work quality is a process where the organization evaluates or assesses the evaluation or assesses that work performance is carried out well, orderly and truly and can help increase work motivation as well as increase organizational loyalty from employees or servants. According to Ashari et. Al (2020), it can be said that the essence of work quality is a result that can be measured by the effectiveness and efficiency of work carried out by human resources or other resources in achieving the company's goals or objectives well and efficiently. Based on the objectives of work quality, it is to achieve customer satisfaction, increase organizational efficiency and productivity, increase organizational competitiveness, and create a healthy and harmonious work environment (Suryadi, 2018).

Work quality also aims to create a safe and healthy work environment , increase employee motivation and satisfaction, increase efficiency and productivity, and improve organizational performance and competitiveness (Husna, 2017). Meanwhile, according to Ashari (2020), the goal of work quality is to increase employee satisfaction, improve individual and team performance, increase employee commitment and loyalty to the organization, and increase employee motivation and quality of life.

2 The Secretariat of the General Election Commission (KPU) of Gunungsi Toli City as a district/city government agency which is directly related to the implementation of general elections, in its role the Secretariat of the General Election Commission of Gunungsitoli City which is also an independent and vertical government agency, and is an extension of The Provincial General Election Commission and the General Election Commission of the Republic of Indonesia are in charge and responsible. The background is the problem in the performance of Gunungsitoli City KPU employees which has resulted in a decline in the quality of services provided to the community. Based on pre-observations carried out by researchers in June 2023 at the Gunungsitoli City KPU, the author found several phenomena which became the basis for this research, namely the decline in the quality of work carried out or given by the leadership.

Based on the researcher's observations, the problem at the Gunungsitoli City KPU Secretariat from 2019 to 2023 was that employee performance was still not achieved in accordance with what the

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Gunungsitoli City KPU expected. So the phenomenon that can occur can become a guide for conducting research to provide suggestions for improving the performance of employees in facing a responsibility given by the leadership at the Gunungsitoli City KPU. Problems that often occur in the performance of Gunungsitoli City KPU employees are also things that often occur at the Gunungsitoli City KPU Secretariat and also greatly influence the performance of its employees in achieving the results expected by the Gunungsitoli City KPU.

The background is the problem in the performance of Gunungsitoli City KPU employees which has resulted in a decline in the quality of services provided to the community. Based on pre-observations carried out by researchers in June 2023 at the Gunungsitoli City KPU, the author found several phenomena which became the basis for this research, namely the decline in the quality of work carried out or given by the leadership. Therefore, it is necessary to carry out research based on an analysis of employee performance evaluations at the Gunungsitoli City KPU office with the aim of improving the quality of services provided to the community starting from the quality of work at the Gunungsitoli City KPU to improve it even better. Apart from that, the phenomenon of employee performance within the Gunungsitoli City General Election Commission Secretariat can be said to be not as expected, as can be seen from employees who do not respond to procedures that are not stipulated by the General Election Commission, this is due to a mismatch between their educational background and the work they are doing so it is very impact on employee performance.

The good performance of Gunungsitoli City KPU Secretariat employees will directly influence the performance of the Gunungsitoli City KPU institution and improving employee performance is certainly a job that takes time and is a long process. In addition to increasing supervision and guidance, an assessment was also carried out on the level of performance success carried out by Gunungsitoli City KPU Secretariat employees. So it is hoped that the employee work targets (SKP) of Gunungsitoli City KPU Secretariat employees will not just be a formality.

The performance of the Gunungsitoli City KPU secretariat employees which has not yet been achieved as expected by the agency must be immediately acted upon because employee performance will have a big influence on the future in dealing with busy work situations. In 2023, the Gunungsitoli City KPU must really encourage its employees to improve their employee performance starting from discipline, responsibility, quality of work and the availability of human resources which are still inadequate so that all the work they face in the future will not be hampered. In this case, if there is no improvement in

employee performance at the Gunungsitoli City KPU Secretariat, it will have an impact on the activities currently being faced by the KPU in 2024. So from now on the agency must prepare its employees starting from the quality of work to improving the performance of their employees so that there will be no problems in facing busy situations in future activities.

Based on the background that has been explained, researchers are interested in conducting research entitled "Employee Performance Evaluation Analysis in Improving the Quality of Work at the Gunungsitoli City KPU Secretariat".

2. Literature Review

Evaluation

Evaluation stems from a term that means assessment. If viewed from a terminology perspective, evaluation means an activity or business in determining an assessment of an existing event or event. Thus, evaluation can be said to be an effort to form a plan to make a choice in making a decision (Subhayni 2020). According to Ajat Rukajat (2018) states that evaluation is a process of determining decisions about quality or objects or activities by involving value considerations based on data and information that is collected, analyzed and interpreted systematically.

Performance

Performance very It needs to be evaluated by every leader of a company, to find out which employees are achieving and who are not achieving so that the company can give awards to the right people. According to Fahmi (2018) performance is the result obtained by an organization, whether the organization is profit oriented or non-profit oriented, which is produced over a period of time.

Evaluation Performance

Evaluation performance is an assessment or measurement process to find out how high or low an employee's performance is. According to Mangkunegara (2017) evaluation performance is

- a. The focus is on building strength to resolve any problems that arise in the implementation of performance evaluation. So it's not just about solving the problem yourself, but the leadership and employees are able to solve problems well every time, loyal to new problems. So what is important is ability.
- b. Always based on a meeting of opinions, for example from the results of discussions between direct provider employees, a constructive discussion to find the best way to improve high quality.

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- c. A management process that is natural, should not feel and give the impression of being forced, but is incorporated consciously into corporate planning, carried out periodically, directed and programmed, not an activity only once a year.

3. Metode Penelitian

Type Study

Type study This use study descriptive qualitative . According to Sugiyono (2017), research descriptive is research conducted For know mark variable independent , fine One variable or more (independent) without make comparison , or connect with other variables . After the data is obtained , then served use technique analysis descriptive qualitative , that is technique analysis in the form of describe or disclose characteristics the variables that become focus researcher that is disclose related matters with application Evaluation Performance Employee In Increase Discipline , Responsibility Answer , Quality , and Availability HR On Gunungsitoli City KPU Secretariat .

Variable Study

Variable on study This is variable single that is Evaluation Performance Employee In Increase Discipline , Responsibility Answer , Quality , and Availability HR On Gunungsitoli City KPU Secretariat .

Technique Data collection

Technique data collection is steps taken researcher , in collection of this data For get a data (Sugiyono , 2017). In collection the data researcher refer to technique collection data :

1. Observation

According to Faisal in Sugiyono (2017), he classifies observation into three types, direct observation, unstructured observation, and participant observation. In this study, researchers used all three in the observation process. In overt or covert observations, the researcher first asks permission from the data source. Then in participant observation, researchers see for themselves in the field because they are members of the public who see problems. Lastly, unstructured observation, the researcher asks for data as support from the data source first. This was done by researchers because the focus of the research was still not very clear.

2. Interview

According to Esterbeg (Sugiyono, 2019), an interview is a meeting between two people to exchange information and ideas through question and answer activities, so that it can be

structured into a meaning on a particular topic. According to Susan Stainback (Sugiyono, 2019) said that with interview techniques, researchers will understand things more deeply about participants in interpreting situations and phenomena that occur, which uses data collection with *interview techniques* because there is information or data that researchers must know and researchers must study, then analyze

3. Document

A document is a list of past events. This document can be in the form of notes, photos, or someone's creations. Documentation is the collection of data regarding things or variables in the form of notes, transcripts, newspapers and so on. Documentation is used to collect data from document or recording sources (Hardani et al, 2020).

Technique data analysis

According to Sugiyono (2019), deep data analysis study qualitative done on moment data collection in progress , and after finished deep data collection period certain . On moment interview , researcher Already do analysis to interviewees ' answers . When interviewee 's answers after analysis felt Not yet satisfying , then researcher will continue question again , arrived stage certain For obtain the considered data credible .

4. RESULTS AND DISCUSSION

Discussion regarding Employee Performance Evaluation on Analysis in Improving the Quality of Work at the Gunungsitoli City KPU Secretariat . In this chapter the author tries to analyze the data obtained from interviews and observations. Consists of research results and discussion of research results. Researchers succeeded in obtaining information from several informants and the author carried out observations and interviews in the office Gunungsitoli City KPU secretariat , in this observation the author obtained data in the form of comments and interview results starting in April 20-23 . The data obtained will be explained with a performance evaluation in increase Quality Work .

1) Employee Performance at the Gunungsitoli City KPU Office

According to Yusniar Lubis (2019), performance is the result of a process that refers to measurement over a certain period of time based on previously established standards and agreements. The success or failure of employee performance that has been achieved in an organization will also be influenced by the level of performance of employees individually and as a group. In an employee's performance, especially in a government office Gunungsitoli City KPU secretariat , Employee performance must be implemented in accordance with SOP (standard operating procedures) which aims to ensure that each employee carries out activities

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correctly, quickly, effectively, efficiently and avoids errors. Although the main function of SOPs is as a guidance tool, they can also be used as measuring tools, monitoring tools and as training tools.

SOPs can serve as work guidelines, as a legal basis, as information on work obstacles and as a benchmark for discipline. Apart from that, motivating employees is also necessary so that employees get encouragement or work enthusiasm. Talking about employee performance must always be prioritized and always improved every day. Employee performance is very necessary because one of the keys to the success of a government or private agency is good employee performance. If there is a government agency that has poor employee performance, the image of that agency will become less good too. The performance possessed by an employee can be obtained through effort and hard work and can go through a long process. Therefore, every government and private employee is required to have good performance in carrying out their duties. To determine employee performance at the Gunungsitoli City KPU, researchers used the five aspects of performance assessment proposed by Robbins (2018).

- a) Quality (Quality), Quality of work is related to the good and bad results of an employee's work in carrying out their duties. From the results of interviews with the Chairman of the city KPU Gunungsitoli say that employee performance is good. All employees have given their best in their work and complied with the rules so that no mistakes occur in carrying out their work.
- b) Quantity (Amount), based on results Research interviews conducted related to employee quantity were also good in terms of carrying out tasks and results. The number of tasks that have been given and carried out and completed well.
- c) Punctuality, the Gunungsitoli City KPU always carries out its work on time. This was brought up during an interview with the secretary of the Gunungsitli KPU. He said every employee In carrying out their duties they are still not good because there are several employees who are still negligent and take them for granted in carrying out the tasks they have been given. This can disrupt one's duties other employees.
- d) Effectiveness, based on the results of research conducted regarding the use of time and infrastructure in carrying out tasks, is good. And the use of information capital technology has also been used to the maximum extent possible by Manpower Department employees.
- e) Independence, based on the results of research conducted related to independence, there are

still employees who are not independent and are still not responsible for their duties because these employees still ignore things that the employee cannot do and choose to ask other employees.

2) Analysis Factor Supporter And Inhibitor Employee Performance Evaluation Process in improving the quality of work for employees at the Gunungsitoli City KPU Secretariat

When carrying out a performance evaluation, it does not always go as expected, things can also happen that are not in accordance with what was previously planned. For example, when a boss wants to evaluate his employee's poor performance maximum in order to be better in the future, but in reality the performance evaluation carried out by the superiors for their employees does not go according to plan, this must have a cause or factor in the performance evaluation plan carried out by the superiors not working. According to the Chairperson of the Gunungsitoli City KPU, he explained that performance evaluation greatly influences the factors that influence performance his employees, like factor ability employees themselves, employee attitudes and mental factors, motivation factors from superiors or other fellow employees and several other factors. Based on the information above, the author relates it to the opinion of Khaerul Anwar (2018: 189)

explaining that there are 3 factors that influence employee performance as follows

a. Factor ability

This ability factor is the most important thing in influencing employee performance. When employees work according to their skills, there is a small possibility that errors will occur in their work. After employees are given tasks and their responsibilities will continue to be monitored so that they are visible is He capable in carry duties and responsibilities assigned to him or vice versa. For example, an administrative employee has been given duties and responsibilities, he is able to operate a computer well but on the other hand he is not able to work carefully and diligently even though he part this administration need full accuracy, then this also has an influence on performance, meaning the employee is not able to be placed in administration .

This ability factor greatly influences the evaluation of employee performance, if the employee is evaluated by leader However on Basically, he does not have the ability or is able to carry out the tasks given to him. When employees are given assignments according to their abilities, this will be a supporting factor when there is a performance evaluation and will be the

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result of the performance evaluation being carried out walk according to that expected or vice versa, when employees are given tasks that do not match their abilities, this will become an inhibiting factor in performance evaluation and will make the planned performance evaluation inappropriate .

b. Motivational factors

Motivational factors also play an important role in influencing the quality of employee performance, The chairman of the Gunungsitoli City KPU said that leaders must provide motivation to their employees, either in the form of good words and examples or in the form of awards or bonuses to their employees. who have worked optimally and made a good contribution to the company. According to him when they make a mistake And given penalty so must Also bonuses are given when employees do satisfactory work.

Having bonuses or awards provides motivation that makes employees work more diligently and enthusiastically, on the other hand, without this motivation, employees will feel that their work is not appreciated when they have worked optimally. Therefore, motivation also influences the supporting and inhibiting factors in an employee performance evaluation. When there is motivation employee will with automatically makes the quality of work better and tries as hard as possible to provide the best service, but on the contrary if the motivation is not there a company will make employees work less enthusiastically and the work will be bad which will cause the evaluation to not work well Good

c. Factor Mental Attitude

According to the Chairman General KPU Gunungsitoli City Together with the mental attitude of an employee will influence the quality of their performance in their work. When they are not mentally prepared to face the work they are responsible for, what will happen is they will do bad work and even make mistakes that can have fatal consequences. According to him, this also has an influence on performance evaluation, he said how he wants to evaluate his performance and his mental state just No Ready. In A work requires being mentally strong and ready, when we are mentally ready then the work will be carried out well. Therefore, the author concludes that when you are mentally ready and strong, a performance evaluation is planned will go well, but if you are not mentally prepared then the performance evaluation will not go well anyway .

5. CONCLUSIONS AND SUGGESTIONS

Conclusion

Based on research conducted by the author at the Gunungsitoli City KPU Office regarding employee performance evaluation in improving the quality of work, the author concludes that the Performance Evaluation carried out by the Gunungsitoli City KPU Office has been running well and effectively, because the evaluation was carried out using a clear and systematic method, This performance evaluation is very good because with Keep going evaluate every If there is a mistake in a job, the level of work will advance , then the performance evaluation is carried out not only once a year but is carried out once every three months or even once a month. This performance evaluation is very good to do because with Keep going evaluate every If you make a mistake in a job, the level of work will progress further . There are several factors that support and inhibit the employee performance evaluation process, including ability factors, motivation factors and factor attitude mentally. Third When employee abilities do not match their work, when motivation does not exist in a company, one of which is in the form of bonuses or awards and when employees are not mentally ready to carry out the work they are responsible for then this becomes a factor in their performance and has an impact on the performance evaluation process carried out .

Suggestion

Based on research conducted by the author at the Gunungsitoli City KPU Office regarding employee performance evaluation in improving the quality of work, the author has suggestions that are expected to improve the quality of performance in improving the quality of service, including, Evaluation of employee performance must continue to be carried out, this is the beginning of the development and progress of the company for the better. When carrying out performance evaluations it would be good No too often replace employees however more Good copy training to employees who do not understand their duties.

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