

## Employee Performance on Public Services in Tana Toro Village, Pitu Riase District, Sidenreng Rappang Regency

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### ABSTRACT

At the Tana Toro Village Office, Pitu Riase District, Sidenreng Rappang Regency, this research aims to determine the effectiveness of employees in providing public services as well as the variables that influence the elements mentioned above. Rape. Quantitative descriptive techniques are used in this research methodology. The group studied consisted of 73 people who were provided services. Sampling of saturated samples (census) is the method used. Questionnaires, interviews, literature studies, and observations were used to collect data in this research. By using descriptive statistics using SPSS and percentages, the data is then processed and examined using a quantitative descriptive analytical approach. Research findings show that in Tana Toro Village, Pitu Riase District, Sidenreng Rappang Regency, employee performance was recapitulated with a percentage of 68%, while public services were recapitulated with a percentage of 66% in the same location. as well as variables that influence employee performance in public services in Tana Toro Village, Pitu Riase District, Sidenreng Rappang Regency, where 70% of the data was recapitulated.

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## **INTRODUCTION**

According to Law Number 25 of 2009 defines public services as an activity or series of actions carried out to meet the needs of citizens or residents for certain products and services or administrative functions carried out by public service providers by the requirements of laws and regulations. Government participation is very important because it is required to provide public services. As a community service provider, the government must offer high-quality services.

Good performance is not only given to an employee who has these qualities. The amount and quality of work completed by an employee in completing the tasks assigned to him determines his performance as an employee. Effective and efficient workers demonstrate good time management and utilization of tools. They also provide measurable work outputs in both quality and quantity.

Maintaining lasting and friendly relationships with workers is very important for any company because as many people know, people are the most important component in running a business. The leadership component is one element that might encourage this; A leader must be able to show action and foster a work environment that can encourage the development of positive attitudes and attitudes of employees. This is based on the concepts of professionalism and ethics of responsibility, effectiveness, efficiency, integration, neutralization, and fairness for all service recipients because it is a public service profession.

As expressed in an organization's strategic planning, performance is the extent to which an activity, program, or policy successfully achieves the organization's goals, objectives, vision, and objectives. The achievement or level of success of a person or group is often referred to as performance. Setting success criteria beforehand lets one know how well a person or group is performing.

Employee performance indicators, a) Arrive on time, b) Compliance with regulations, c) Work products of adequate quality, d) Work with good spirits to complete tasks, e) Successful interpersonal interaction and dialogue Without strong ties and communication between leaders and apparatus, f) Able to provide extra work value and incentives, g) Ownership of business property

## **LITERATURE REVIEW**

Execution refers to the execution of tasks expected of a person. Whitmore stated that the concept of performance is what he considers representational, describing the significant responsibilities of a person's job. Whitmore states that understanding is a necessity that establishes minimal prerequisites for success. (Hamzah B, Uno 2014).

Employee performance and human resource empowerment are closely related because employee performance serves as a benchmark for achieving high levels of productivity in a business. (Bukhari, 2019) Serving others means meeting their needs, approving, accepting, and utilizing them while also giving them food or drink. (Garvera, 2013). Public service is defined as an activity or series of activities to meet the needs of citizens or residents for goods, services,

and/or administrative services by laws and regulations. Law Number 25 of 2009 talks specifically about public services.

This idea highlights how efficient delivery systems enable successful public service provision. The principles of public administration—putting the public interest first—and the idea of public service are essentially the same. Public services in this framework concentrate more on how the components of public administration, such as policy formulation and organizational structure (Bisri & Asmoro, 2019).

Bureaucratic services—especially licensing services—are often carried out through multilevel procedures, resulting in too long service completion times. Frontline employees have very little chance of becoming problem solvers. However, likely, the general public will also not be able to meet with service providers to discuss any issues that may arise during service delivery. Therefore, fixing various service problems takes time. (Pertiwi, A., & Tasya, 2020).

## **METHODOLOGY**

This research is Quantitative descriptive techniques are used in this research methodology. The group studied consisted of 73 people who were provided services. Sampling of saturated samples (census) is the method used. Questionnaires, interviews, literature studies, and observations were used to collect data in this research. By using descriptive statistics using SPSS and percentages, the data is then processed and examined using a quantitative descriptive analytical approach.

## **RESULTS AND DISCUSSION**

The results of research on employee performance in public services at the Tana Toro Village Office, Pitu Riase District, Sidenreng Rappang Regency showed that the performance of employees (X) in public services (Y). A significant value of  $0.001 \leq 0.05$  was achieved and  $H_0$  was rejected based on data analysis findings which showed an estimated value  $> t_{tb}$  ( $14,657 > 0.025$ ).  $H_a$  was approved while  $H_0$  was rejected based on this comparison. Therefore, it can be concluded that the professionalism and caliber of employees have a substantial and beneficial relationship. Public servants are strongly influenced by employee performance (X), as shown by the following data.

With the knowledge that hiring qualified personnel can help ensure the smooth operation of Tana Toro Village, Pitu Riase District, Sidenreng Rappang Regency by making it effective and making it easier to offer the best service. Thus, it can be concluded that the more performance of apparatus work at the Tana Toro Village Office, Pitu Riase District, Sidenreng Rappang Regency, the higher the public services.

## **CONCLUSIONS AND RECOMMENDATIONS**

At the Tana Toro Village Office, Pitu Riase District, Sidenreng Rappang Regency, employee performance is measured from various factors including punctuality, regulatory compliance, satisfactory work quality, extraordinary

enthusiasm for job completion, effective communication relationships, and the ability to provide motivation and responsibility. Of these, 69% fall into the good category.

Physical evidence, reliability, certainty, responsiveness, and empathy are one of the measures of public services provided by the Tana Toro Village Office in Pitu Riase District, Sidenreng Rappang Regency. The office received a rating of 66% in the good category. Tana Toro Village Office in Pitu Riase District, Sidenreng Rappang Regency, identifies three factors that affect employee performance in public services. These factors are ability (72%), motivation (68%), and achievement (70%) fall into the good category.

### **FURTHER STUDY**

This research has limitations so further research needs to be carried out regarding the topic "Employee Performance on Public Services."

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