

# BOTTOM-UP MODEL

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**Submission date:** 02-Oct-2020 10:25AM (UTC+0700)

**Submission ID:** 1402968655

**File name:** DESCRIPTION\_OF\_PERFORMANCE.pdf (328.48K)

**Word count:** 2832

**Character count:** 15357



## **DESCRIPTION OF PERFORMANCE OF EMPLOYEES OF INVESTMENT AND LICENSING DEPARTMENT INTEGRATED SERVICES (DPMPTSP)**

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### **Abstract:**

This article aims to provide a description of how the performance of employees at the Department of Capital planting and One-Stop Barito Utara; performance of employees that are intended to focus on the State Civil Apparatus (ASN). A qualitative approach was used to describe the findings in the research. Data collection techniques include; observation, interviews and documentation. Miles and Huberman model was selected to perform the reduction, data presentation and overall conclusion of research findings. The results showed that there are still problems brought by not being disciplined in carrying out tasks within the terms of working hours, late entry, lack of focus on the job. This will have an impact on achieving the proposed task by augmenting the efforts to improve the quality of employees. Improved performance is also achieved by the addition of HR guidance, strict monitoring, warning and more intensive evaluation of the employee who made a mistake, offense or violate the rules in carrying out the task/job.

**Keywords:** performance, employees, and quality improvement

### **1. Introduction**

The role of government in building a region depends on all the potential components, which should be empowered by the concerned regions. These challenges will require the readiness of government officials at all levels to be able and capable of facing the tasks that arise. It would be a matter of urgency for the Department of Investment and Integrated Services One-Stop North Barito district to implement the decree Barito Utara No. 15 Year 2016 about Delegation of Authority Publishing and signing of Licensing

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1 and Nonperizinan to head of Investment and Integrated Services One-Stop in the Context of the Implementation of Licensing Services One-Stop (Widodo, 2001).

However, ASN Department of Investment and Integrated Services One-Stop need to meet the quality requirements of expertise and skills. This occurs because the optimization task execution capability will be the main reference to improve the public services for the community. Public services are provided by employees in the Department of Investment and Integrated Services One-Stop (particularly the Licensing). The people who works as public servant are expected to show the best performance and optimal services (Soenarko, 2005).

The level of success in completing the work referred to by the term level of performance. Employees who have a high level of performance have a high productivity; an employee who has a low level of performance are not productive. The performance assessment is an important task for public organizations meant to determine the level of performance of employee. The bias assessment can produce inaccurate results and not in the right target for public organizations. While on the other hand, the organization must obtain adequate information related to its employee performance.

The implementation of the service by the Department of Investment and Integrated Services One-Stop is meant to support the economic and social activities, to improve stabilization and improved performance. This performance improvement is needed to expand the service to the public, given the frequent changes in the public environment. Optimization of the performance of employees in the Department of Investment and Integrated Services One Stop in providing services to the public can only be achieved if accompanied by efforts to improve the ability of staff at the Department of Investment and Integrated Services One-Stop, a change in attitude and behavior-oriented work culture that is positive, supported by continuous formation of the government on it.

## 2. Research Methods

The study was designed with a qualitative descriptive study. Qualitative descriptive studies are following the reality, the state of the object under study at the time of the research carried out by the facts on the ground. The descriptive method is used to get a picture or proper explanation of the situation, symptoms, phenomena, characteristics, either of an individual or group that examined as it is.

This study aims to analyze the performance of ASN in the Department of Investment and Integrated Services One Stop in the North Barito regency on the licensing field. The study was conducted at the Department of Investment and Integrated Services One-Stop because it is a work unit on vital areas that require employees with high performance. The informant population consist in 10 people. They are the Head of Licensing and the Licensing Division staff of 4 people. A research instrument is a tool used to extract and collect data or information. Data used in the

study are primary data in the form of direct information from informants (Sugiyono, 2012).

Data was collected by stages; observation in the study site, interviews with sources, as well as the collection of the documentation as supporting data. Model data analysis is done by selecting the model of Miles and Huberman. There are 3 steps; 1) reduction of data collected through the three data collection techniques, 2) data in the form of narrative text, and inference and verification as a form of commentary analysis to find out the meaning. Thus, it was found the truth (valid) research data. In order to test the validity of the qualitative research data, a credibility test was used. The testing of the credibility of qualitative research data involved observation extension, increased endurance, triangulation, negative case analysis, the use of reference materials and member checking (Moleong, 2004; Huberman & Miles, 1992).

Researchers conducted carefully the surveillance in order to obtain valid data, then structured and documented them systematically. Triangulation timing of data collection are done at the data source. To make the data collected can be checked for authenticity, it was necessary to reference the form of supporting data in the form of interview footage and photos of activities. The researcher also gave the opportunity to the resource person to double check the data provided to ensure the data used for the study was agreed by the resource person (Sugiyono, 2012).

### 3. Results and Discussion

Performance is the evaluation of the quality and quantity of work accomplished by an employee in performing a task or following the responsibilities given to him (Mangkunagara, 2011). Performance is the abbreviation of the kinetic energy. Performance is the output generated by a function, a job or a profession in a given amount of time. Performance is the result of a work that has been done, whether it be physical or non-physical or material and non-material (Gold, 2013).

Performance is the top level of achievement of tasks to be performed. Individual performance is the level of achievement or the work of someone from the target to be achieved or tasks that must be carried out within a certain time. Performance refers to the level of achievement of an employee's job. Thus, it is understood that the performance as the results achieved on the job a person concerned by the applicable size.

The assessment of public service employee performance in the field DPMPSTP Licensing in North Barito Regency presented 4 sections, namely; work quality, quantity of work, duties, and responsibilities.

#### A. Work quality

Quality work is how well an ASN doing what should be done (Mangkunagara, 2011). The quality of work which is achieved under the terms of suitability and readiness. This will indicate the extent to which the quality of an employee to perform his duties

1 include accuracy, completeness, and neatness. Besides the quality of the work can also be evaluated: the extent to which the results of the work carried out, any efforts made to improve the quality of work, and whether these efforts resulted in improving the quality of the employment. In general, the employees can do the appropriate assigned duties, their performance depending on each human resource. As well, internal and external factors may influence the achievement of a target. There is a certain flexibility, but most important is the achievement of quality. Therefore, the quality of performance of employees of the Licensing Department of Investment and Integrated Services One Stop is already quite good, the employees have shown maximum performance. While for improving the quality of work of employees, the participation of employees in training allow them to obtain maximum results. Analysis of the quality of work in terms of services produced by employees is still far from optimal, there is still a need for improvement in the implementation of tasks for more leverage so that the quality of work increases.

### **B. Quantity of Work**

Work quantity is an evaluation of how long an employee working in a day. The quantity of this work can be seen from the pace of work of each employee. Effective use of time in the work and the division of workload occurs consistently on DPMPTSP Barito Utara. Duties and functions based on the position and authority of each of employees is well implemented. Work is carried out effectively by the entire staff because each member is following the scheduled task.

Honorary employees are following their respective fields, so there is no overlap in the work. Implementation of the work is based on the standard of work or duties ASN. Completion of the work is carried out effectively. Regarding sharing the workload, this is happening across the existing staff. Based on work standards, ASN works according to the time clock is determined by the rules, speed, and accuracy of the work. The results of the research revealed that the workload owned by ASN on DPMPTSP is already divided on the workload evenly and completion of the work was already carried out effectively.

### **C. Duties**

Execution of tasks is regarding how far the employee can work with accuracy or no errors. In the execution of tasks in the field of licensing, ASN has been given the task and responsibility of each employee to the issuance of the SK division of tasks. Making the service scheduled gave the employees more leverage in performing the task. This is the most effective way that employees in the field of licensing can carry out tasks with maximum performance and without error. The task that has been given to the employee must be following specified assignments. However, in urgent circumstances when the assigned task must be completed quickly and the authorities are not in place then there are delegated employees who can do it.

#### **D. Responsible**

According to Big Indonesian Dictionary (KBBI) the responsibility is the state ought to bear everything. That is when a person has a responsibility to do something, but he did not do it or decide that the job does not suit, it gets consequences. In the world of work, the responsibility of helping someone to commit to the job and get it done as expected (Thoah, 2005).

Responsibilities associated with the necessity to do something, or sometimes associated with a willingness to accept the consequences of an act. The many forms of responsibility led to difficult to formulate in words that are simple and easy to understand. But if we look further, the notion of responsibility has always revolved around awareness to do, willingness to perform, and the ability to do. Certain concrete experiences reinforce the lesson that it becomes part of his character and personality. A sense of responsibility that is not based on positive values, can sometimes turn into something asocial. Responsibility is the integrity of the individual. Responsibility is a condition obliged to bear everything, meaning that if there is something, may be sued, blamed, sued and so on.

Responsibility awareness is the obligation to do the job accurately or with no errors. Awareness is being credible in terms of attendance and completion of works. ASN attendance rates, completion of the work and efforts to improve discipline ASN is a mandatory thing done for the creation of an effective organization in achieving goals. ASN attendance rate at DPMPTSP good enough. However, many employees appear to come out of the hours specified. Breach of discipline in carrying out tasks in the provision of office hours to ASNs takes work time for personal things outside of work. This has an impact on the achievement of the maximum task. The effort is made to keep the discipline of employees is through the development of general and Head of Human Resources. If development has not been a deterrent effect, then there will be a warning and followed with strict sanctions, for example, cutting allowances of ASN and promotion of periodic delays or withholding salaries (for honorary).

#### **3. Conclusion**

The quality of work achieved depends on the suitability and readiness requirements. This will indicate the extent to which the quality of an employee in performing their duties include accuracy, completeness, and neatness. The quality of work can also be seen as the extent to which the results of the work performed, the work is done to improve the quality of work, and whether these efforts resulted in improving the quality of the employment. Quality of work accomplished is still considered less than optimal, this is because there are problems brought about as not disciplined in carrying out tasks within the terms of working hours, late entry, lack of focus on the work so that it will have an impact on achieving the maximum task. Lack of assertiveness leadership in acting will affect employee discipline. Leaders must be brave and act decisively to sanction any employee who violates the rules and discipline following the penal

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sanction has been set. Responsibility for the work in the presence of an employee at the Office DPMPTSP good enough just that there are many employees was seen coming out of the provisions of working hours has been determined, it will have an impact on the efficiency of the performance of the Department of PMPTSP itself.

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