

Analyzing the Factors that Influence the Work Productivity of the State Civil Apparatus in the Pineleng District Head Office**Pebrian Francisco Mokodompit**Manado State University Public Administration Study Program
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Annotation: This study aims to analyze the factors that influence the work productivity of civil servants in the Pineleng sub-district office using a phenomenological qualitative research approach with observational data collection techniques, interviews and documents. The results of this study indicate that the factors that influence the work productivity of the state civil apparatus in Pineleng District are as follows: 1. Expertise in relation to duties and functions, 2. Self-development required by the duties and functions of the State Civil Apparatus, 3. Apparatus work experience civil servants, 4. Educational level of state civil servants, 5. Supporting facilities available at the Pineleng sub-district office, 6. Age of state civil servants. For this reason, it is recommended that:

a). 1.

Keywords: Work Productivity of State Civil Apparatus, Pineleng Minahasa District Office

Introduction

Work productivity is the result of work in the form of output or output, both quality and quantity of work based on the set time and standards set by public organizations, which are influenced by competence, skills and work atmosphere in public organizations. Every public organization sets goals to be achieved. State Civil Apparatuses are employees who work in government agencies, both at the central and regional levels who are appointed to carry out government tasks and are paid based on statutory regulations. The State Civil Apparatus is a profession of civil servants and government employees with work agreements who work in government agencies consisting of two categories, namely Civil Servants and Employees with work agreements. Civil Servant is an Indonesian citizen who fulfills certain requirements, is permanently appointed by a civil service supervisor to occupy a position in the government. Meanwhile, Government Employees with Work Agreements, hereinafter referred to as Indonesian

citizens who meet certain requirements, are appointed based on work agreements for a certain period of time with the same duties as civil servants.

Law No. 5 of 2014 stipulates the State Civil Apparatus as the executor of public policy, glue and unifier of the nation, with the tasks of: Carrying out public policies made by staffing officials, providing professional and quality public services, strengthening unity and integrity. Civil servants and PPPK must live by: being loyal and obedient to Pancasila, the 1945 Constitution, the Unitary State of the Republic of Indonesia, and the government, maintaining national unity and integrity, implementing policies formulated by government officials, complying with statutory provisions, carrying out official duties, showing integrity and exemplary attitude, behavior and actions, willing to be placed in all regions of the Unitary State of the Republic of Indonesia. The Pineleng District Government as the coordinating executor of government administration, public services and empowerment of village and sub-district communities are seen as having to pay attention to work productivity in order to achieve the goals that have been set. The sub-district as the executor of some of the tasks given the authority of the Minahasa district government, has duties and responsibilities in the fields of government, economy, development, people's welfare and fostering community life as well as other public service matters. In the context of carrying out these tasks, the function of the sub-district is to organize: governance in the sub-district area, fostering and developing the people's economy and carrying out regional revenue collection in accordance with the delegated authority. The sub-district as the executor of some of the tasks given the authority of the Minahasa district government, has duties and responsibilities in the fields of government, economy, development, people's welfare and fostering community life as well as other public service matters. In the context of carrying out these tasks, the function of the sub-district is to organize: governance in the sub-district area, fostering and developing the people's economy and carrying out regional revenue collection in accordance with the delegated authority. The sub-district as the executor of some of the tasks given the authority of the Minahasa district government, has duties and responsibilities in the fields of government, economy, development, people's welfare and fostering community life as well as other public service matters. In the context of carrying out these tasks, the function of the sub-district is to organize: governance in the sub-district area, fostering and developing the people's economy and carrying out regional revenue collection in accordance with the delegated authority.

In observations in Pineleng District, there is a phenomenon where work productivity or work results in the form of output or output, both the quality and quantity of work based on the set time and standards set by public organizations, are not clearly visible, which is marked by the absence of a number of employees at the time. In particular, when the Camat is not in the office, the employees are not in the office and services to the community are often hampered and not timely, and the community has to go back and forth to complete their needs as citizens who are the duty of the sub-district government apparatus to serve.

Based on this phenomenon, a study was conducted on the work productivity of the government apparatus in the Pineleng sub-district from the study of state administration.

RESEARCH METHODS

This study uses a type of qualitative research with the aim of analyzing how the work productivity of the State Civil Apparatus in the Pineleng sub-district head office. Data collection techniques were carried out through observation, documents, and structured interviews using purposive sampling, and the collected data were analyzed through modified Milles and Hyberman model analysis techniques.

RESULTS AND DISCUSSION

Edyun (2012) states that productivity is an increase in output (results) that is in line with input (input). If productivity rises, this is only made possible by an increase in efficiency (time, materials, labor) and work systems, production techniques and an increase in the skills of the workforce. Whereas Agustin (2014) productivity is the ability to produce goods or services Jackson, in Agusti (2014) productivity is defined as increased work results that are influenced by the ability of employees (input) to produce goods/services (output).

Wexley and Yuki in Edyun (2012) stated that the work productivity of employees of an organization plays a very important role, where the progress of the organization depends on the rise and fall of employee productivity. Maurits (2010) productivity implies a mental attitude that always believes that the quality of life today must be better than yesterday and tomorrow must be better than today. Productivity is how to produce or increase the results of goods and services as high as possible by utilizing resources efficiently.

Muhamad Gratitude (2003), researched the factors that influence employee performance at the education and culture, youth and sports offices of Bone district concluded that discipline, responsibility and level of education, training and work facilities factors affect employee performance at the education office and culture, youth and sports are the responsibility of completing the work. Meanwhile, Regina Kumaat (2021), researching the performance of the state civil apparatus in financial institutions and regional assets in the city of Manado concluded that aspects of work quality, quantity, working time, and cooperation greatly affect the performance of the state civil apparatus.

The Pineleng Sub-District Government consists of: Sub-District Head, Secretary, Head of Program Subdivision, Finance and Reporting, Head of General Personnel and Equipment Subdivision, Head of Governance Section, Head of Peace and Public Order Section, Head of Community and Village Empowerment Section, Head of Social Welfare Section, Head of Service Section general.

The main tasks and functions of the sub-district head are: to carry out the government authority delegated by the regent to handle some regional autonomy affairs and carry out general government tasks. Meanwhile, the district secretary assists the sub-district head in leading, planning, implementing, coordinating the activities of general administrative services, personnel, finance, equipment, housekeeping, public relations and administration information and carrying out other tasks in accordance with the provisions of the applicable regulations.

The work productivity of the State Civil Apparatus in the office of the sub-district head of Pineleng. Analyzed from:

1. EXPERTISE

Manullang explained that expertise can be a determining factor for employee productivity. From the results of several interviews with structural officials in the sub-district, it was acknowledged that the expertise of a state civil servant was visible and visible in the ability or skill concerned, however, it was recognized that there were some personal deficiencies that had not shown productivity with everyone doing family affairs that could not be replaced by others. Moreover, there are employees who have not been able to carry out their duties using technology while reporting using E-government and have not been able to adjust.

Siagian (2002) mentions aspects of work productivity, among others, marked by continuous improvement of skills when becoming an employee, the aim is to achieve work productivity, because a job is always faced with demands that continuously change with the times. Improving the quality of work results, related to the products produced. This implies, quality involves all types of activities carried out by all work units, both executors of main tasks and executors of supporting tasks in the organization. Challenging job assignments, not everyone at work is willing to accept challenging assignments. However, not a few people who actually want a challenging task. Expertise is the ability to perform the duties and work of an employee. Expertise makes an employee able to do something according to the assignment. Having the expertise to carry out the duties of an employee demonstrates the skills and professionalism that empowers them to complete the tasks assigned to them. With the expertise, there is an increase in work productivity, the important thing is that the employee is trying to improve results as a productivity. Although expertise is very dependent on work enthusiasm where employees will try to be better than yesterday, which can be seen from the work ethic.

Expertise is defined as the existence of knowledge about a particular environment, understanding of problems that arise in the environment, and skills to solve these problems. Expertise is an important factor and must be owned by the executive supervisor, as well as the leader. Regarding the position or position that has been entrusted or given to the State Civil Apparatus at the Pineleng District Sub-district Office, it is in accordance with the expertise or skills of the ASN concerned, although there are still some deficiencies related to supporting facilities and infrastructure. Besides that, there are also personal related problems where there is still the term family affairs which often makes the duties and responsibilities of the ASN concerned have to be replaced or assigned to someone else.

2. SELF DEVELOPMENT

Development of human resources is needed to realize employee productivity. Self-development Appears in working hard, productive, creative and innovative, disciplined and future-oriented. Yasin, N. A (2019), which states that the development of human capital and creativity can increase productivity. Many things related to career development include transfer, promotion and training programs. Career development is to develop employee productivity to help employees

adapt to organizational needs. Employee career development improves technical capabilities, for optimal work productivity. Employee career development is a job or position demand, as a result of technological advances. Employees are required to work effectively, efficiently, with good quality and quantity of work. impact on the desire of employees to improve capabilities. Productivity is an important factor to improve and develop an employee's career. When productivity decreases by ignoring other career development efforts, Suendy (2018), states that career development factors statistically have a positive effect on efforts to increase employee work productivity.

3. EXPERIENCE

The results of interviews at the Pineleng sub-district head office found that there were employees who could be categorized as experienced both in terms of age who were indeed quite senior and also in terms of organizational understanding as well as being very reliable in terms of decision making, this experienced figure was certainly quite influential in organizational processes internally at the Pineleng sub-district office, so that his absence is quite felt when there are urgent matters that require an experienced figure in making decisions when in an urgent situation. According to Manullang, in Edyun (2012) provides an explanation that the factors that can affect work productivity include experience. The experience factor is closely related to intelligence.

In the world of work, the term experience is also used to refer to knowledge and skills about something that is acquired through involvement or related to it during a certain period. In general, experience refers to knowing how or procedural knowledge, rather than proportional knowledge. Knowledge based on experience is also known as empirical knowledge or posteriori knowledge. A person with a fair amount of experience in a certain field is called an expert. The experience factor is closely related to intelligence, namely the ability of employees to complete the tasks given.

4. LEVEL OF EDUCATION

The level of education is the result of learning achievement obtained by a person at a certain level of education. Education as a learning process in which potentials are influenced through a certain curriculum implemented through a teaching and learning process that is planned to produce quality human resources at a certain level.

Education is the learning of knowledge, skills and habits of a group of people passed down from one generation to the next through teaching, training or research. Education often takes place under the guidance of others, but is also possible on a self-taught basis. Education is often associated with exercises that generally show work ability. Regarding the educational background, it was found that the scientific background of the ASN did not match the position currently held, even though the ASN was experienced and responsible enough for the position or position that had been entrusted.

The Head of General Staffing and Equipment Subdivision related to the education factor of the State Civil Apparatus who served in the Pineleng sub-district head office could obtain information that there were 3 high school education background, 7 S1 people, and 2 S2 people. Regarding the educational background, it was also found that the background in the field of science was not in accordance with the position held even though the ASN concerned was experienced and

responsible enough for the position or position that had been entrusted. Besides that, not all ASNs have organizational experience that is related or supportive when looking at the position or position currently held, in the sense that some ASNs were not very actively involved in previous youth organizations or external organizations aimed at developing skills both personally and in person. organization. The informant also emphasized that there is still a lack of technical training conducted that can improve skills personally and as a group, both internally and externally.

5. SUPPORT FACILITIES

Supporting facilities for employee work productivity include: work environment, facilities and equipment used, technology. Work productivity according to Sutrisno (2011) productivity is a measure of productive efficiency. A comparison between output and input results. Input is often limited to labor, while output is measured in physical units, the form of value. Hasibuan (2010) reveals that more simply, the meaning of productivity is a mathematical comparison between the amount produced and the amount of each source used during production. Human resources is the most strategic element in the organization, must be recognized and accepted by management.

So work productivity will increase if there are infrastructure that supports work.

6. AGE

In general, older employees have relatively limited energy or physical abilities compared to younger employees, for this reason more young employees are used because they are physically stronger. The age range for ASN in the Pineleng District Head Office ranges from 40 years to 50 years which of course is categorized as old enough, related to the constraints faced by a lack of personnel (Physical abilities) and the number of employees in the sub-district office, as well as situations that require ASN to have concurrent duties and responsibilities .

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