

ABSTRAK

Ekayati, NPM : 2022066, Judul **“KINERJA PEGAWAI PADA KANTOR KECAMATAN SUNGAI PANDAN KABUPATEN HULU SUNGAI UTARA”**. dibawah bimbingan **Ibu Ni Made Musiyani Anjasmari, M.AP.** sebagai Pembimbing I dan **Bapak Selamat Riadi, S.Sos., M.AP.** sebagai Pembimbing II.

Undang-Undang Nomor 20 Tahun 2023 menuntut profesionalisme ASN dalam pelayanan public. Di Kantor Kecamatan Sungai Pandan masih ditemukan kekurangan, meliputi kurangnya kerja sama dan koordinasi, kemampuan pegawai dalam pekerjaan masih terbatas, perbedaan tingkat motivasi kerja pegawai. Penelitian ini bertujuan menganalisis kinerja pegawai serta faktor-faktor yang mempengaruhinya guna memberikan masukan bagi peningkatan kualitas pelayanan publik.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe deskriptif. Penentuan sumber data dilakukan menggunakan teknik *purposive sampling*, melibatkan total 9 informan yang terdiri dari aparatur kecamatan. Teknik pengumpulan data meliputi observasi, wawancara mendalam, dan studi dokumentasi. Analisis data menggunakan model interaktif Miles dan Huberman yang mencakup reduksi data, penyajian data, dan penarikan kesimpulan. Uji keabsahan data dilakukan melalui triangulasi sumber, triangulasi teknik, serta perpanjangan pengamatan.

Berdasarkan hasil penelitian mendalam mengenai kinerja pegawai pada Kantor Kecamatan Sungai Pandan, Kabupaten Hulu Sungai Utara, dapat disimpulkan bahwa kinerja pegawai cukup baik. Penilaian ini didasarkan pada analisis empat indikator utama kinerja menurut teori Mangkunegara (2016). 1) *Kualitas kerja* terdiri dari indikator ketepatan hasil kerja sudah cukup baik, indikator efektifitas pelayanan cukup baik. 2) *Kuantitas kerja* terdiri dari indikator tingkat penyelesaian tugas cukup baik, indikator ketepatan waktu penyelesaian tugas cukup baik, 3) *Pelaksanaan tugas* terdiri dari indikator kemampuan berkoordinasi antarbagian kurang baik karena kurangnya komunikasi dan penyampaian informasi antarbagian sehingga beberapa pekerjaan mengalami keterlambatan, indikator kemampuan melaksanakan tugas kurang baik, karena kurangnya kemapuan pegawai sehingga membutuhkan arahan berulang dan bimbingan tambahan. 4) *Tanggung jawab* terlihat dari kesediaan melaksanakan tugas cukup baik dan indikator konsistensi dalam menyelesaikan tugas kurang baik karena pegawai kurang memiliki kesadaran dan tanggung jawab untuk segera menyelesaikan tugas yang diberikan oleh atasan. Dinamika kinerja ini dipengaruhi oleh faktor pendukung berupa ketersediaan SOP yang jelas dan lingkungan kerja yang nyaman. Namun, kinerja terhambat oleh faktor penghambat yaitu rendahnya tanggung jawab dan inisiatif dalam penyelesaian tugas, ketidaksesuaian kemampuan pegawai dengan bidang pekerjaan dan kurangnya komunikasi dan penyampaian informasi terkait pekerjaan.

Disarankan agar pimpinan meningkatkan pengawasan, evaluasi kinerja, serta memperkuat koordinasi dan komunikasi antarbagian, disertai pemberian pelatihan dan penerapan sanksi sesuai ketentuan yang berlaku. Pegawai juga diharapkan meningkatkan tanggung jawab, inisiatif, serta kemampuan dalam melaksanakan tugas agar kinerja dapat berjalan lebih efektif dan tepat waktu.

ABSTRACT

Ekayati, NPM 2022066, Title: " KANTOR KECAMATAN SUNGAI PANDAN NORTH HULUB SUNGAI REGENCY Under the guidance of Ms. **Ni Made Musiyani Anjasmari, M.AP** as Supervisor I and Mr. **Selamat Riadi, S.Sos., M.AP.** as Supervisor II.

Law Number 20 of 2023 demands the professionalism of civil servants (ASN) in public services. At the Sungai Pandan District Office, shortcomings remain, including a lack of cooperation and coordination, limited employee capabilities, and varying levels of work motivation. This study aims to analyze employee performance and the factors influencing it in order to provide input for improving the quality of public services.

This study employed a qualitative, descriptive approach. Data sources were determined using purposive sampling, involving a total of nine informants, consisting of sub-district officials. Data collection techniques included observation, in-depth interviews, and documentation studies. Data analysis employed the Miles and Huberman interactive model, encompassing data reduction, data presentation, and conclusion drawing. Data validity was tested through source triangulation, technical triangulation, and extended observation.

Based on the results of this in-depth study of employee performance at the Sungai Pandan District Office, Hulu Sungai Utara Regency, it can be concluded that employee performance is quite good. This assessment is based on an analysis of four main performance indicators according to Mangkunegara's theory (2016). 1) Work quality, consisting of indicators such as the accuracy of work results, is quite good, and service effectiveness is quite good. 2) Work quantity, consisting of indicators such as the level of task completion, which is quite good, and indicators such as the timeliness of task completion, which is quite good. 3) Task implementation, consisting of indicators such as poor inter-departmental coordination due to a lack of communication and information dissemination, resulting in delays in some tasks. The indicator of task execution is poor due to a lack of employee skills, requiring repeated direction and additional guidance. 4) Responsibility is reflected in the willingness to carry out tasks, which is quite good, and the indicator of consistency in completing tasks is poor due to employees' lack of awareness and responsibility to promptly complete tasks assigned by superiors. This performance dynamic is influenced by supporting factors such as the availability of clear SOPs and a comfortable work environment. However, performance is hampered by inhibiting factors such as low responsibility and initiative in completing tasks, mismatching employee skills with the job field, and lack of communication and dissemination of work-related information.

It is recommended that management improve supervision and performance evaluation, strengthen inter-departmental coordination and communication, and provide training and implement sanctions in accordance with applicable regulations. Employees are also expected to increase their responsibility, initiative, and ability to carry out tasks so that performance can run more effectively and on time.