

ABSTRAK

NORPAH, NPM : 2022151, Judul “ EFEKTIVITAS KINERJA PEGAWAI DI KANTOR KECAMATAN AMUNTAI TENGAH KABUPATEN HULU SUNGAI UTARA” dibawah bimbingan Ibu **SITI RAUDAH, S.Sos., M.AP., CHCM, CELM** sebagai pembimbing I dan Bapak **MUHAMMAD AFRIAJI, S.AP., M.AP** sebagai pembimbing II.

Kantor Kecamatan sebagai instansi yang berhubungan langsung dengan masyarakat dituntut mampu memberikan pelayanan yang cepat, tepat, dan berkualitas. Namun, masih ditemukan beberapa permasalahan, yaitu masih ditemukannya kesalahan dalam penyelesaian pekerjaan, pemerataan beban kerja yang belum optimal, serta masih adanya pegawai yang kurang disiplin terhadap jam kerja. Berdasarkan permasalahan tersebut, penelitian ini bertujuan untuk mengetahui efektivitas kinerja pegawai serta faktor-faktor yang menghambat dan mendukung efektivitas kinerja pegawai di Kantor Kecamatan Amuntai Tengah Kabupaten Hulu Sungai Utara.

Penelitian ini menggunakan metode kualitatif dengan tipe deskriptif. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Informan penelitian berjumlah 12 orang yang dipilih menggunakan teknik *purposive sampling*. Analisis data dilakukan melalui reduksi data, penyajian data, dan penarikan kesimpulan, sedangkan uji kredibilitas data menggunakan perpanjangan pengamatan, peningkatan ketekunan, triangulasi, penggunaan bahan referensi, dan *member check*.

Hasil penelitian menunjukkan bahwa efektivitas kinerja pegawai di Kantor Kecamatan Amuntai Tengah Kabupaten Hulu Sungai Utara secara keseluruhan masih tergolong cukup efektif. Berdasarkan indikator efektivitas menurut Hidayat yang meliputi kualitas, kuantitas, dan waktu, terdapat satu indikator efektif yaitu, kesesuaian hasil kerja dengan standar, tujuh indikator yang cukup efektif, yaitu ketelitian dalam bekerja, kemampuan pegawai, pencapaian target kerja, pemerataan beban kerja, pemanfaatan waktu kerja, kedisiplinan jam kerja dan kecepatan pelayanan. Sementara itu, indikator keikutsertaan dalam pelatihan masih kurang efektif. Faktor penghambat meliputi kurangnya arahan pimpinan dalam pembagian tugas dan keterbatasan anggaran pelatihan. Adapun faktor pendukung yaitu kerja sama yang baik antar pegawai serta tersedianya sarana dan prasarana yang memadai.

Disarankan kepada Kantor Kecamatan Amuntai Tengah agar meningkatkan pembagian tugas secara lebih merata, memperkuat pembinaan disiplin pegawai, serta mengoptimalkan kerja sama antar pegawai dalam pelaksanaan tugas. Kepada Pemerintah Daerah Kabupaten Hulu Sungai Utara disarankan untuk meningkatkan dukungan anggaran bagi pengembangan kompetensi pegawai melalui pendidikan dan pelatihan sehingga efektivitas kinerja pegawai dapat terus ditingkatkan.

ABSTRACT

NORPAH, NPM: 2022151, Title " THE EFFECTIVENESS OF EMPLOYEE PERFORMANCE AT THE AMUNTAI TENGAH SUBDISTRICT OFFICE, HULU SUNGAI UTARA REGENCY", under the supervision of Mrs. Siti Raudah,S.Sos., M.AP., CHCM., CELM as Supervisor I and Mr. Muhammad Afriaji, S.AP., M.AP. as the Second Supervisor.

As an institution that interacts directly with the community, the District Office is required to provide fast, accurate, and quality services. However, several problems were still found, including errors in completing administrative work due to manual data recording and filing, the unequal distribution of workload, and the lack of employee discipline regarding working hours. Based on these problems, this study aimed to determine the effectiveness of employee performance and to identify the supporting and inhibiting factors affecting employee performance effectiveness at the Amuntai Tengah District Office, Hulu Sungai Utara Regency.

This study employed a qualitative research method with a descriptive research design. Data were collected through observation, interviews, and documentation. The study involved 12 informants selected using the purposive sampling technique. Data were analyzed through data reduction, data presentation, and conclusion drawing. The credibility of the data was ensured through prolonged engagement, increased persistence, triangulation, the use of reference materials, and member checking.

The results showed that the effectiveness of employee performance at the Amuntai Tengah Subdistrict Office, Hulu Sungai Utara Regency, was overall categorized as quite effective. Based on the effectiveness indicators according to Hidayat, which include quality, quantity, and time, there was one effective indicator, namely conformity of work results with standards, and seven quite effective indicators, namely accuracy in work, employee ability, achievement of work targets, equitable workload distribution, utilization of working time, working-hour discipline, and service speed. Meanwhile, the indicator of participation in training was still categorized as less effective. The inhibiting factors included lack of direction from the leadership regarding task distribution and limited training budgets. The supporting factors included good cooperation among employees and the availability of adequate facilities and infrastructure.

Based on the findings of this study, it is recommended that the Amuntai Tengah Subdistrict Office improve the distribution of tasks more evenly, strengthen employee discipline, and optimize cooperation among employees in carrying out their duties. It is also recommended that the Government of Hulu Sungai Utara Regency increase budget support for employee competency development through education and training programs in order to improve the effectiveness of employee performance.