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Employee Performance Effectiveness at the Makassar State Administrative Court Office

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ABSTRACT

Effectiveness is the relationship between output and goals, or it can also be said to be a measure of how far the level of output is, effectiveness is also often used to measure the success achieved by organizations or companies related to planned programs. Employee effectiveness is a key factor in ensuring the smoothness and quality of legal services provided. This study is qualitative descriptive research that aims to find out the picture of the effectiveness of employee performance at the Makassar State Administrative Court office. The data collection technique uses observation, interview, and documentation. The data analysis technique in this study uses data condensation techniques, data presentation, conclusion and verification. The results of the study show that the effectiveness of employee performance at the Makassar State Administrative Court office, seen as a whole, is good and effective. This can be seen from the fulfillment of the eight performance indicators, namely work quality, efficiency, work discipline, initiative, precision, leadership, honesty, and creativity. In an organization or agency, it can run well if employees understand their duties and responsibilities so that the services provided to the community can run well. Employees are a very important resource because employees are one of the elements of the apparatus that institutionally become part of government management to carry out their main tasks and functions in government, development, and service to the community. Services to the community by the government in all fields.

Keywords: Employee, Performance, Effectiveeness

INTRODUCTION

Every organization or institution has goals, both general and special, short-term and long-term, which will be realized by using various resources or existing production factors. Managers will not be able to achieve their goals optimally if the use of resources or production factors is carried out not with the correct process. Management plays a very important role, because management is the process of planning, organizing, leading and controlling organizational efforts and the process of using all organizational resources to achieve the goals of the organization or agency that have been set (Akib et al., 2024; Arhas & Suprianto, 2020; Saleh et al., 2024). As a consequence to support reform in various fields, improvements have been made to laws and regulations, namely with the issuance of Law No. 5 of 2014. The characteristics of a professional are having a broad insight and being able to look to the future, having competence in their field, having a competent/competitive spirit honestly and sportsmanlikely, and upholding professional ethics. In Government Regulation Number 46 of 2011 regulating the performance assessment of Civil Servants in order to obtain good performance, performance assessment is very important because it is one of the government's efforts to create employees with optimal implementation (Nasrullah et al., 2024; Niswaty et al., 2021; Suprianto et al., 2024; Taliang et al., 2023).

By working effectively, various benefits can be achieved by organizations or agencies. In terms of time, the completion of work on time even faster than expected allows

employees to do other work by integrating individual goals and the goals of the organization or agency wanting success (Mustafa et al., 2023; Niswaty et al., 2023; Rahman et al., 2022; Suprianto & Arhas, 2022).

In every organization or agency, human resources are needed to support the success of an organization or agency. In an organization or agency, it can run well if employees understand their duties and responsibilities so that the services provided to the community can run well. Employees are a very important resource because employees are one of the elements of the apparatus that institutionally become part of government management to carry out their main tasks and functions in government, development, and service to the community (Darwis et al., 2022; Febriansyah et al., 2024; Niswaty et al., 2022; Wahid et al., 2024). Service to the community by the government in all fields is a main task and is now a guide that must be improved immediately for the better and provide satisfaction to those served, not only that employees are also interested in planning and developing their careers.

Good service is how a person gives satisfaction to every customer of the community, so that the existence of satisfaction can give a name to an institution and be satisfactory in providing service indicates that a person's performance in providing service has been good (Akib et al., 2022; Arhas, Suprianto, et al., 2021; Jamaluddin et al., 2022; Takdir et al., 2021). Making quality school administration is needed by having professional and competent human resources in their fields, because to help develop their performance system and school administration is growing. Creating a work atmosphere that is not easy is one of the school's efforts to continue to pay attention to the performance of administrative employees. Especially in terms of serving consumers, it requires appropriate standards to provide quality service.

Basically, every institution will face phenomenal technical environmental changes. To support employee work motivation can be done by creating pleasant employee performance. Employee performance is a result of the employee's work given by their superiors and is responsible for what has been given (Darwis et al., 2019; Hasnawati et al., 2021; Sari et al., 2019; Sukmawati et al., 2019). Performance or performance is a description of the arrangement of achievements in the implementation of a program, activity or policy in an institution or organization. Performance is also a work achievement or actual achievement achieved by an employee.

METHODS

This research uses a qualitative approach because this research seeks to produce findings through various methods of data collection, namely interviews, observations, and other documents. Qualitative research is research that uses a natural setting, with the intention of interpreting phenomena that occur and is carried out by way involving various existing methods (Suprianto, 2024).

In this case, the researcher tries to describe and summarize various conditions or situations related to the effectiveness of employee performance at the Makassar State Administrative Court office. The validity of the data is intended to obtain a level of confidence related to how far the truth of the research results is. To determine the validity of the data, the researcher conducted a data examination technique with observation diligence techniques and tringulation techniques. The observation diligence technique is carried out with the intention of conducting thorough, detailed, and in-depth observations and continuously on the phenomena and events that occur in the research setting, so that things that are relevant to the research interests are found. In other words, the diligent observation means finding the characteristics and elements in the situation that are very relevant to the problem at hand and then concentrating on those matters in detail.

RESULT AND DISCUSSION

The results of the study on the effectiveness of employee performance at the Makassar State Administrative Court show that there is an influence between effectiveness and employee performance. Of the eight indicators used in the study, it shows that the effectiveness of employee performance is quite good, so that it has implications for employee performance. All data collected is then presented in the form of an explanation or to provide an objective description of a situation, in this case it is an overview of the effectiveness of a complete systematic land registration program.

To find out the effectiveness of employee performance at the Makassar State Administrative Court Office which has been outlined based on eight performance indicators, namely work quality, efficiency, work discipline, initiative, thoroughness, leadership, honesty, and creativity. Based on these indicators, it can be described through the responses of informants who are considered representative. For more details, the following is described in detail based on the interview results of each indicator, namely as follows:

Quality of Work

Work quality is the result of activities carried out effectively and efficiently by human resources or other resources in achieving the company's goals or objectives properly and effectively. Based on the results of the data analysis that has been carried out, the quality of the work of employees at the Makassar State Administrative Court is quite good, and the work produced has been carried out as optimally as possible and efforts to improve the quality of work of employees at the Makassar State Administrative Court Office are still being carried out periodically through several trainings to achieve better work results than before.

The Makassar State Administrative Court in improving the quality of employee work is by providing training in accordance with their main duties and functions. This aims to make employees better understand their duties and to further improve the quality of work at the Makassar State Administrative Court so that the work carried out becomes more effective and efficient and more optimal. For the work that has been done, there is also always an evaluation so that mistakes or obstacles from the previous work can be even better for the next work.

Work quality as a form of reliability in the implementation of tasks is the ability of individuals or teams to consistently produce work that meets or exceeds set standards (Asrijal et al., 2020; Chaeruddin et al., 2024; Niswaty & Arhas, 2019; Suprianto et al., 2023). It includes aspects such as timeliness, accuracy, consistency, and fulfillment of set requirements. Reliability also reflects a dedication to getting tasks done correctly at every turn, reducing errors, and increasing efficiency and effectiveness at work.

Efficiency

Efficiency is defined as the ability to carry out tasks well without wasting time, energy, or cost. Efficiency can be interpreted as a way to achieve an optimal goal (fast and precise) as desired and minimize the resources expended. The resources in question are energy, money, and time to use to avoid waste. This research refers to resource efficiency in the form of time management at work.

Based on the results of data analysis that has been carried out at the Makassar State Administrative Court Office, it shows that the work carried out by employees is efficient, this can be seen from the timeliness in completing a job. The existence of Operational Standards of Procedure that has been established and enforced at the Makassar PTUN Office is one of the supporting factors for employees in carrying out their duties and

responsibilities, in this case, namely completing work on time in accordance with the applicable standards at the Makassar PTUN and all work is directly supervised by the leadership.

Work Discipline

Work discipline is an attitude of respect, respect, obedience and obedience to applicable regulations, both written, oral, and customary and able to carry them out and receive sanctions if they violate the duties and authorities that have been given. Work discipline in general is the attitude and behavior of employees in complying with and implementing the rules, procedures, and standards that have been set by the organization or company. This includes adherence to work time, adherence to duties and responsibilities, and behavior consistent with applicable work values and ethics. Work discipline includes various aspects such as punctuality, consistency in carrying out duties, obedience to safety instructions and rules, and commitment to achieve organizational goals.

Based on the results of the data analysis that has been carried out, employees at the Makassar State Administrative Court Office show a disciplined attitude, namely from the aspect of employee attendance that is quite good, which can be seen from the employee attendance that is enforced and the existence of direct supervision by the leadership that makes employee discipline better and the existence of allowances with the amount given based on employee discipline. This is done with the aim that employees at PTUN Makassar become more motivated in working well and disciplined. However, from the aspect of implementing working hours, sometimes there are still employees who are outside the office when working hours have started.

Work discipline includes punctuality, adherence to the instructions of superiors, effective use of work time, and maintaining a high work ethic to achieve company goals. Disiplin kerja sangat penting untuk menciptakan lingkungan kerja yang produktif, efisien, dan harmonis (Arhas, et al., 2021; Nasrullah et al., 2023). Discipline is a very important function and is the key to the realization of goals because without good discipline it is difficult to realize maximum goals. Discipline is a feeling of obedience and obedience to values that are believed to be his responsibility, such as duties in the office and employee attendance at the company's adjusted hours.

Initiative

Initiative is the ability to do or carry out something without having to be told or ordered. Being able to find out what should be done about something around you, trying to keep moving in doing some things even in the most difficult circumstances. A good employee is an employee who when he gets a problem or obstacle, he will try to find a solution to get out of the problem. Initiative is the ability and desire to take action proactively without having to wait for orders or instructions from others. Initiative shows an active attitude in identifying and solving problems, finding opportunities, and making decisions that can improve performance or achieve specific goals.

Based on the results of the interviews that have been submitted by all informants, it can be concluded that employees at the Makassar State Administrative Court Office have the initiative in working in accordance with their respective duties and responsibilities without waiting for orders to work and help each other and cooperate and with the initiative of these employees, the completion of work will be faster and the organization's goals will be achieved.

People who have initiative tend to be proactive in finding solutions to problems faced or in pursuing existing opportunities, without waiting for orders or instructions from other parties (Idris et al., 2023; Maswarni & Nofiar, 2020; Widyawati et al., 2021). This

ability also includes the willingness to act and take risks that may be necessary in achieving the desired goal or outcome. In other words, initiative involves an active, independent, and proactive attitude in carrying out tasks or responding to certain situations.

Accuracy

Accuracy is a person's meticulousness or focus in doing something. Precision is what an employee needs in carrying out work so that there are no mistakes in its implementation. The decrease in accuracy will affect the work results of employees, therefore thoroughness is always needed in work. The Makassar State Administrative Court Office is a judicial institution that deals with administrative disputes, where all employees at the Makassar State Administrative Court are highly demanded in terms of work precision.

Based on the results of the data analysis that has been carried out, it shows that employees at the Makassar State Administrative Court Office have good accuracy in their work, considering that the Makassar Administrative Court is engaged in the field of dispute justice, so it is very necessary to be precise both in the consideration of making a final decision and for the examination of related documents. Because if a mistake occurs due to lack of precision of employees, it will be very fatal and detrimental to many parties.

Precision helps to reduce errors and losses, increase efficiency, and ensure that work is completed with a high level of quality (Handayani, 2020; Haq et al., 2021; Imbron, 2020; Tubagus Guruh, 2021). The high or low level of accuracy of the results of a measurement can be seen from the price of the measurement result definition. In addition, accuracy is defined as a tool to measure the degree of freedom from errors in data input, data analysis and processing, in presenting and others.

Leadership

Leadership is the process of influencing or setting an example to subordinates in an effort to achieve organizational goals. Leadership means assessing the ability of employees to lead, influence, have a strong personality, be respected, authoritative, and be able to motivate others or their subordinates to work more effectively and supervise employee performance to be more effective.

Based on the results of the data analysis that has been carried out, it shows that the leadership at the Makassar State Administrative Court has been carried out well. The existence of a supervisory function carried out by the leadership makes employees more effective and efficient in their work, in the Makassar State Administrative Court in carrying out supervision, namely forming a team in the form of a team of supervisory judges in each field so that supervision becomes easier and more efficient. In addition to the formation of a supervisory team, PTUN Makassar also always schedules regular meetings that aim to evaluate employee performance so that organizational goals can be achieved properly in accordance with what is expected. A leader not only manages the tasks that need to be completed, but also encourages team development, builds trust, and creates an environment where others can thrive optimally (Nurbakti, 2020; Saggaf et al., 2019; Yusuf et al., 2021).

Honesty

Honesty is one of the attitudes that must be possessed by every human being in activities, one of which is honesty in work. An honest attitude will give birth to trust between one person and another. Honesty is also related to a fair attitude at work. An honest attitude keeps suspicion away from fear of damaging a built trust. In an

organization, it is very necessary to have honest employees in working because the honesty of employees is one of the important foundations for the prosperity and progress of an organization.

Based on the results of the data analysis that has been carried out, it can be concluded that the honesty of employees in working at the Makassar State Administrative Court Office shows an honest and fair attitude and works in accordance with applicable standards or procedures. The existence of supervision carried out both by the Makassar State Administrative Court itself and from external supervision, namely the Supreme Court of the Republic of Indonesia, is one of the supporting factors for employees to always be honest and fair in their work.

Honesty is a trait or characteristic of a person that relates to truth and openness in speaking and acting. It includes consistency between the words, deeds, and values held by the individual. Honesty involves the ability to speak honestly without hiding relevant facts, as well as having the integrity not to manipulate or deceive others.

Creativeness

Creativity is a positive force for organizations, because it is a driver of innovation and organizational success in a competitive environment. Organizations must create a work environment that supports creative thinking. Employee creative performance is a manifestation of the behavior of the creativity ability of employees so that they have the ability to provide new ideas in solving the problems they face. Employees who have creativity will tend to choose to engage in creative activities and remain motivated to produce new ideas that are useful to improve the quality of the organization or agency.

Based on the results of the data analysis that has been carried out, it shows that employees at the Makassar State Administrative Court Office have good creativity, namely with several innovations that have been created, proving that employees at the Makassar State Administrative Court have creativity in their work. One of the innovations created is the SIMAP application which facilitates the work of employees, especially in correspondence. With creativity in the form of these innovations, employees in carrying out their work must have an enthusiastic attitude in the application of innovations that have been created so that organizational goals can be achieved properly. However, only certain people give suggestions or suggestions, the rest follow the proposals or suggestions submitted

CONCLUSION

Based on the results of the analysis and discussion, the results of the study can be concluded that the level of effectiveness of employee performance can be drawn in this study regarding the Effectiveness of Employee Performance at the Makassar State Administrative Court Office showing quite good results in indicators of work quality, efficiency, initiative, precision, leadership, honesty, and creativity. But in the work discipline indicators, it is considered quite good but still not optimal. Based on the results of the research that has been carried out, the advice that the researcher can give is to further improve the effectiveness of employee performance at the Makassar State Administrative Court office and is expected to pay attention to the suitability of the educational background or expertise of each employee with the work to be carried out.

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