

Performance Analysis of Mulyasari Village Office Employees, Ciampel District, Karawang Regency



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ABSTRACT: Mulyasari Village, Ciampel District, Karawang Regency became the location of this research. The purpose of this study was to determine the performance of Mulyasari Village office employees. This study used a qualitative descriptive approach with data collection using observation and primary and secondary sources. Methods of analyzing data include data collection, data reduction, data presentation, and conclusions. Work quality, punctuality, initiative, ability, and communication are indicators used in employee performance analysis, which is based on previous research findings. The staff of the Mulyasari Village Office in Ciampel District, Karawang Regency, as a whole have done a good job, but there are some things that might be done better, based on this indicator.

KEYWORDS: performance, employee, village office

INTRODUCTION

a. Background

The services provided by the village government, both administrative and non-administrative, are key components of the success of village government. This service is important for the well-being of the locals. Article 22D paragraph (3) of the Constitution of the Republic of Indonesia Year 1945 states that in accordance with the concept of regional autonomy, the power to control and supervise government affairs lies with regional governments.

As members of village government, they are responsible for carrying out the various functions of public governance and development, as well as ensuring that communities receive the services they need efficiently and effectively. However, in order for village officials to act properly, they must establish a transparent, accountable, effective, and professional village government. This government should also strive to improve public services to villagers, accelerating the realization of general welfare.

The most valuable asset of any organization is its people, therefore management should be carried out in an efficient and successful manner. According to Syukuri in Widiati, there are four prerequisites to achieve optimal performance: 1) adequate human resource capacity, 2) quality recruitment, 3) adequate coaching, and 4) community supervision. (Widiati, 2021).

The Mulyasari Village Office, as one of the community service providers, is expected to employ competent and hardworking individuals, but there are signs that this has not been fully realized and is delivering substandard results. The author also pays attention to certain symptoms that have an impact on the performance of Mulyasari Village office employees based on their observations in the field. These symptoms include staff whose ability is not optimal in completing tasks and work, communication skills that are not optimal, and there are a number of employees who leave early when they are still working hours.

The following is a table of performance data for Mulyasari Village office employees in completing work programs from 2021 to 2023.

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Mulyasari Village Office Employee Performance Table for the 2021-2023 Period

| Year | Performance | Target | Realization | Percentage Development % |
|------|---------------------------------|---------|-------------|--------------------------|
| 2021 | Village Road Construction | 500 m | 500 m | 100 % |
| 2022 | Construction of Uditch Draunase | 160 m | 160 m | 100 % |
| 2023 | Construction of Rutilahu | 6 units | 6 units | 50% |

Based on the performance table of the Mulyasari Village office, Ciampel District, Karawang Regency, we can know that in 2021 and 2022 employees succeeded in achieving targets in village road construction and drainage uditch construction. However, in 2023 rutilahu construction has not reached 100%, indicating that performance has not been optimal. This may be due to the lack of punctuality, thoroughness and accuracy in the completion of work. More attention is needed to ensure the achievement of overall targets to improve the performance of the Mulyasari Village office.

In a study entitled "Performance Analysis of Indrasari Village Office Employees, Martapura District, Banjar Regency" (Widiati, 2021). This study found that despite some shortcomings, the performance of the Indrasari Office has been running well. Another study, Betty Asmaya (2021) entitled "performance analysis at the Kampar Regency Village Office" found that employee performance at the location was far from satisfactory, so efforts were needed to do better. The location to be studied is what distinguishes this study from previous studies.

Based on information collected from the field, the author is interested in conducting further research entitled "Analysis of Employee Performance at the Mulyasari Village Office, Ciampel District, Karawang Regency".

LITERATURE REVIEW

a. Management

Management comes from the English term "management" which means "to maintain" when combined with the verb "manage". (Susan, 2019).

Management is a set of actions aimed at achieving organizational goals through the wise and efficient use of resources in a dynamic and ever-changing environment. (Yanto, 2019).

Management is the science of managing human and other resources by utilizing effective and efficient management functions to plan, organize, direct and supervise actions in an organization.

b. Human Resource Management

Human resource management, or HRM, is the study of leading a group of people in an organization. In Restanti, George Terry defines human resource management as "the policy practice a manager uses to mobilize human resources," which outlines the steps a manager takes to locate, hire, train, evaluate, and compensate employees. (Anisa Sri Restanti, 2019).

Human resource management is an ongoing process that aims to provide the organization with appropriate employees who can then be allocated to appropriate jobs and locations when such requirements arise. (Kaehler & Grunde, 2019).

Human resource management according to the above views is an ongoing process or policy that begins with recruitment and continues through training and compensation to mobilize human resources to be used by an organization at the right time.

c. Performance

According to Mangkunegara, performance is the end result of an employee's efforts to meet the quality and quantity standards set by his superiors and managers (Salam et al, 2021).

Based on the theory of resource priorities according to Mardjuni, performance is a method in carrying out planned actions (Syafuruddin, 2021).

To achieve optimal performance, as explained by Syukuri, there are four conditions that must be met (Widiati, 2021).

1. Adequate human resource capacity
2. Recruitment
3. Adequate coaching
4. Supervision

From the various points of view above, it is clear that performance is the final result of an employee's efforts, both quantity and quality, and is a manifestation of the employee's ability to carry out the tasks given.

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a) Performance indicators

Performance indicators are elements used to assess the extent to which a target has been achieved and determine the extent to which an institution or organization has succeeded in achieving their goals (Widiati, 2021).

b) Performance measurement

According to T.R Mitchell (in Widiati, 2021) stated that performance includes several aspects, namely:

1. Quality of work
2. Punctuality (Prompness)
3. Initiative
4. Capability
5. Communication

RESEARCH METHODS

a. Location and Time of Research

The research was conducted at the Mulyasari Village office which is located at Jl. Dusun Demang, Kp. Kaum RT.004/002, Mulyasari Village, Ciampel District, Karawang District, West Java Province, this research was carried out on October 16, 2023 until it was completed.

b. Data Types and Sources

The research methodology used in this study is qualitative descriptive. Here are the data sources used in this study:

1. Primary data

The main data comes from the field, namely from people who live and work in Mulyasari Village, as well as from interviews and observations conducted by researchers.

2. Secondary data

Second-hand information is known as secondary data. To ensure that the study is comprehensive, it uses pre-existing materials or records, such as scientific publications, literature, and government archives.

c. Research Subjects

People who follow the study as a representative sample are called research subjects. The following are the topics discussed in this study:

RESEARCH SUBJECT TABLE

| No | Research Subjects | Sum |
|----|-------------------|-----|
| 1 | Village secretary | 1 |
| 2 | Village employees | 5 |
| 3 | Community | 5 |

d. Data Collection Methods

Methods such as documentation, interviews, and observation will be used to collect data.

1. Observation

In this study, observation was carried out by directly coming to the research site, namely the Mulyasari village office and looking for information related to research.

2. Interview

According to Sugiyono (2020:114), an interview is a collection of individuals who share knowledge about a subject through the exchange of questions and responses. The authors interviewed all relevant parties for the study by asking them a series of questions.

3. Documentation

A document is a record of actions a person has taken in the past and is recorded to keep them always accessible. Sugiyono stated that written works or drawings are the most common form of documentation (2020: 124). Documentation in this study is in the form of photos and electronic documents (recordings).

e. Data Analysis Techniques

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According to Sugiyono (2020:130), data analysis is categorizing and organizing information collected through field interviews and other forms of documentation in a way that is easily understood by both researchers and others. Here is the data analysis procedure:

1. Data Collection

According to Sugiyono (2020:134), qualitative research involves collecting data through observation, interviews, documentation, or a combination of these methods.

2. Data Reduction

A reduction in the amount of data will be achieved by selecting and summarizing the most important aspects of the data received. In this way, the author will have a clearer picture with less data, and it will be easier to get more data in the future.

3. Data Presentation

Data presentation is the process of gathering information to make conclusions and take action based on that knowledge.

4. Conclusion Drawing

Both in the process of data collection and subsequent analysis, drawing conclusions is the last stage.

RESULTS OF RESEARCH AND DISCUSSION

Five factors of work quality, punctuality, initiative, ability, and communication were used to evaluate staff performance at the Mulyasari Village office in Ciampel District, Karawang Regency.

1. Quality of Work

The contribution of employees to the company through their work, their level of thoroughness and dedication to the completion of work, and their efforts to improve the quality of their work, are all elements of performance related to work quality. (T.R Mitchell in Widiati, 2021).

The quality of work of the Mulyasari Village office is still unsatisfactory, mainly due to constraints in regulations. Suboptimal regulations are the main obstacle, resulting in uncertainty and lack of provisions in carrying out duties, which ultimately affects the effectiveness of services at the Mulyasari Village office. Based on the results of an interview with the Mulyasari village secretary on December 6, 2023 regarding aspects of work quality, it is known that "For the quality of work of Mulyasari Village employees, in my opinion, it is quite good, but there needs to be improvement. The most influential factor in the quality of work is in terms of human resources, focusing on upgrading or increasing human resource capacity rather than only paying attention to education graduates. The problem that is often encountered by Mulyasari Village employees is about regulations, where the inability to meet the time that has been set is the main obstacle in carrying out tasks. For example, at the end of every year in December, village employees must issue a draft APBD and determine it, sometimes village employees have delays in completing the task." Mulyasari Village employee regulations may not be good due to several factors such as lack of understanding of field needs, lack of developmentally appropriate updates, and limited resources for effective development and implementation.

Based on this, the quality of work at the Mulyasari Village office, Ciampel District, Karawang Regency is still not optimal, this can be seen from the quality of work at the Mulyasari Village office which is not appropriate or optimal as theorized by T.R Mitchell regarding aspects of work quality.

2. Promptness

In terms of performance, punctuality is very important because it shows how workers behave while doing their jobs, guiding them to perform tasks quickly and accurately. (T.R Mitchell in Widiati, 2021).

Based on the results of the interview, it can be concluded that the punctuality (Promptness) at the Mulyasari Village office has not been good. Results of an interview with the head of financial affairs of Mulyasari Village on December 5, 2023 regarding the punctuality aspect "Many tasks must be completed in a short time, this is an obstacle in punctuality, in my own field, the head of financial affairs for unfinished work will often be taken home to be completed at home". Opinion in another interview was from the secretary of Mulyasari Village on December 6, 2023 "The tasks that must be completed sometimes we still have delays, and these delays can still be circumvented as long as each village apparatus each works according to its proxy. If in my field for unfinished work sometimes I will take it home even though ideally it is completed in the office". Community expectations have not been met from the results of interviews about punctuality factors at the Mulyasari Village office. The community is not satisfied with the services provided by the Mulyasari Village office because of the length of time to handle letters and the frequent absence of office employees.

Based on these results, punctuality at the Mulyasari Village office is still not optimal, this can be seen from the completion of tasks at the village office which are still delayed or not optimal as theorized by T.R Mitchell regarding the punctuality aspect.

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3. Initiative

The willingness that comes from the employee's person to do something relevant or irrelevant to his job without having to be ordered by superiors, this is an aspect of initiative. Employee initiative will bring positive benefits to the work and also to the organization. Initiative in performance is the ability to act independently, develop activities, find new ways, and have responsibility in dealing with decision risks (T.R Mitchell in Widiati, 2021).

Based on the results of an interview with the secretary of Mulyasari Village on December 6, 2023, it was found that "One of the initiatives is that we do a lot of programs that are outside the budget, for example not plotting outside the budget but we can do an activity that is outside the budget, for example taking a tree planting program and that is one of the initiatives of the village apparatus". Based on field observations, Mulyasari Village employees generally have good initiative in carrying out their duties. For example, in situations where the head of public service is unable to attend for some reason, there are employees from other sections ready to assist and take on the responsibility. This initiative ensures that smooth services to the community are maintained without obstacles.

4. Capability

Ability in performance aspects refers to the skills of employees to collaborate in completing certain tasks, in order to achieve optimal results. The ability of employees to complete tasks affects the quality and achievement of their work, this ability needs to be maintained and upgraded. Education and training are effective methods to improve abilities (T.R Mitchell in Widiati, 2021).

Based on the results of interviews with Mulyasari Village office employees as informants said that they attended training organized by the government, one of which was BIMTEK, by attending the training helped village employees in improving their ability to carry out their tupoksinya. Opinion in another interview, namely from the secretary of Mulyasari Village on December 6, 2023, "As a village apparatus, it is actually mandatory to upgrade itself not only on its own tupoksi, involving themselves in simple learning such as reading or understanding digital media can increase insight and ability even outside of their basic duties". Based on this, the ability aspect at the Mulyasari Village office can be said to be good.

5. Communication

In order to transfer information, the Mulyasari Village office in Ciampel District, Karawang Regency relies on mobile phones, based on interviews with village officials who are informants in the communication element at the office. The concept of communication, as explained by T.R Mitchell refers to the tools used in communication systems, especially in news delivery and reception systems. The results of the interview showed that the application of communication in the Mulyasari Village office had met the standards of communication theory. However, there are obstacles in the use of smartphones as a means of communication, such as the obstruction of internet access in the region which hampers the efficiency of online communication. In addition, the information system of Mulyasari Village does not yet have an official website, which can actually be an effective means to convey information to the community, promote the potential advantages of the village, and facilitate interaction between residents. From the results of the interview, it is clear that communication at the Mulyasari Village office is not good because of this.

CONCLUSION AND IMPLICATIONS

Based on the discussion above, it can be said that, the performance of staff at the Mulyasari Village office, Ciampel District, Karawang Regency, is quite satisfactory. Regarding the quality of work at the Mulyasari Village office, it is still not optimal from the interview results, namely the regulation of Mulyasari Village employees is not good, this is due to several factors such as lack of understanding of field needs, lack of developmentally appropriate updates, and limited resources to develop and implement effectively.

Regarding the punctuality aspect at the Mulyasari Village office is still not optimal, this can be seen from the completion of tasks at the village office where there are still delays, handling letters that take a long time, employee absences also cause community dissatisfaction with the services provided. About the initiative aspect

From what we see in the field, the employees in Mulyasari Village are very initiative in carrying out their work. For example, in situations where the head of public service is unable to attend for some reason, there are employees from other sections ready to assist and take on the responsibility. This initiative ensures that smooth services to the community are maintained without obstacles.

Regarding the ability aspect, based on the results of interviews with Mulyasari Village office employees as informants, they said that they attended training organized by the government, one of which was BIMTEK, by attending the training to help village employees in improving their ability to carry out their tupoksinya. Based on this, the ability aspect at the Mulyasari Village office can be said to be good.

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Regarding the communication aspect carried out by the Mulyasari Village office, it has not been optimal. It is known that smartphones are communication tools to convey information used by Mulyasari Village employees. However, there are obstacles that hamper internet access in the region that hampers the efficiency of online communication. In addition, the information system of Mulyasari Village does not yet have an official website, which can actually be an effective means of conveying information to the community.

The implications of the results of the discussion above point to the need for improving employee regulations, increasing punctuality, strengthening employee initiatives, and focusing on capacity building through training. In addition, improving internet access and creating an official website is the key to improving communication effectiveness. This step is expected to support optimal performance and community satisfaction at the Mulyasari Village office, Ciampel District, Karawang Regency.

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