

Development of Human Resource Work Quality in Improving The Performance of Civil Servants at The Bambaira Sub-District Office, Pasangkayu Regency

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ABSTRACT

This study aims to examine and analyze the development of human resource work quality in enhancing the performance of Civil Servants at the Bambaira Sub-District Office, Pasangkayu Regency. The research involved 25 civil servants as respondents. The findings reveal that the quality of human resources at the Bambaira Sub-District Office is excellent. The civil servants demonstrate a high level of competence, which is reflected in their consistent ability to deliver optimal performance. Employees exhibit a thorough understanding of their responsibilities and maintain a collaborative work environment. When faced with challenges or uncertainties in performing their duties, coworkers readily offer constructive advice and guidance. This positive interaction fosters a supportive atmosphere that ensures task completion aligns with the organization's goals. Consequently, the work cycle runs smoothly, meeting organizational expectations efficiently. These results underline the significance of human resource quality in achieving superior performance and organizational success. The study highlights the importance of continuous development and fostering teamwork to sustain high performance among civil servants. In conclusion, the quality of human resources at the Bambaira Sub-District Office plays a pivotal role in driving effective service delivery and organizational achievement.

Keywords: Quality of Human Resources, Performance. Organizational Efficiency

INTRODUCTION

Development in Indonesia is intended to realize national ideals, namely protecting the entire Indonesian nation, advancing general welfare and educating the nation's life. The rapid national development in all fields of this reform era requires a reliable workforce. This means a workforce that can continue the continuity of national development through professional improvement of existing human resources. Professionalism requires a workforce with high dedication, good morality, guaranteed loyalty and high work discipline.

The implementation of development involves employees or government officials together with the people playing an important role, namely as implementers in carrying out development and as drivers of the pace of development in all fields. The role of employees or state apparatus is highly demanded in carrying out tasks in their respective fields to be more resilient, skilled, dexterous, highly dedicated and towards an efficiency to be able to achieve national goals, namely realizing a just and prosperous society that is equitable and sustainable both material and spiritual (Wicaksono, 2022).



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To be able to move or direct appropriately so that employees can work more efficiently to achieve the goals set in the organization, the human element in the organization, especially employees or government officials, needs serious attention from every organization. One of the keys to the success of an organization in achieving its goals is largely determined by the abilities and skills of its employees in addition to the ability to mobilize and direct subordinates or employees of the organization's leadership itself (Jailani & Akhyar, 2021).

The development of the national and international strategic environment faced today requires a change in the governance paradigm of institutional system reform and an increase in the competence of human resources in governance and national development and in inter-national relations for the implementation of good governance. In accordance with these demands, the government has made fundamental changes in the field of government institutions and staffing including competency standards, among others, Law Number 43 of 1999 concerning the principles of staffing and government regulation Number 101 of 2000 concerning education and training of Civil Servants (Febriandy, 2019).

Current conditions show that the human resources of the existing apparatus are very far from what is expected. The current portrait of the human resources of the apparatus shows low professionalism, many KKN practices involving the apparatus, inadequate salary levels, convoluted services to the community, living in patron-client patterns, lack of creativity and innovation, working based on operational and technical guidelines and perhaps many other negative portraits that essentially show that the apparatus in Indonesia is still weak. This picture provides an impetus for us to make changes to the human resources of the Indonesian apparatus (Bureaucratic Reform).

Within the Bambaïra District Government, the role of employees both individually and in groups is very important and decisive. Employees as assets and main elements in the organization play a very decisive role in achieving organizational goals. In order for the Bambaïra District Government Apparatus to be able to demonstrate optimal work quality while at the same time dismissing the negative impression of the government apparatus so far, the ability of the apparatus needs to be continuously improved, especially in organizing government and implementing development, namely by conducting apparatus resource development, for example by education and training, including employees in learning assignments to attend formal education, promotions and other activities (Wahyuli, 2019).

Based on the results of the interview, in improving the quality of work, the Civil Servants of the Bambaïra District Office carry out human resource development by means of Education and Training (DIKLAT), participating in Non-Diklat Activities, Study Assignments, and Promotions. The four ways of developing human resources are programs organized by the government, and are not independent. Based on the analysis conducted, so far there has never been an evaluation of employees who have carried out human resource development, for example employees who take part in training. Evaluation of training is only in the form of a certificate and is carried out shortly after the employee has completed the training, but not after the employee returns to his institution. The outcome of the training, namely the changes that occur in the knowledge, attitudes and behavior of alumni of training participants, have not been monitored and evaluated, while employees still have to work.

METHOD

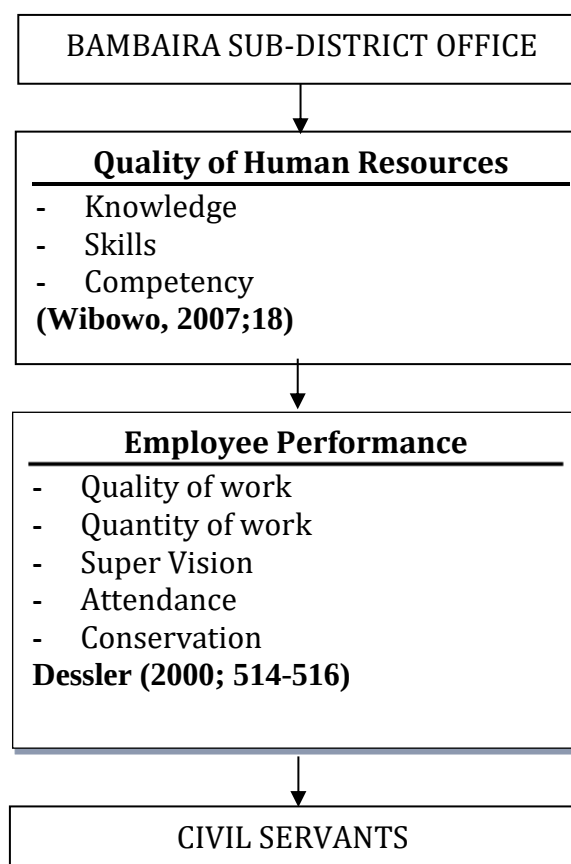
This field research aims to explain the causal relationship between variables and test hypotheses regarding the development of human resource quality in improving the performance of civil servants at the Bambaïra Sub-District Office, Pasangkayu Regency.

Conducted over approximately two months, the study targeted civil servants as respondents, using qualitative and quantitative data obtained through observation, questionnaires, and documentation. The location and object of the study were selected based on operational resources, workforce characteristics, and proximity to researchers. Primary data was collected directly from respondents, while secondary data included pre-processed documents. The total population of 32 employees included 25 civil servants and 7 honorary staff, with the census method applied to include all civil servants as samples. Data analysis employed SPSS for statistical computation, ensuring accuracy in summarizing and interpreting results. The process involved editing, coding, scoring with a Likert scale, and tabulation to generate structured and meaningful insights. Tables, including transfer and ordinary formats, were created to organize coded data. The study seeks to understand factors influencing performance, such as leadership and competence, while addressing organizational expectations through structured data collection and analysis techniques.

Analysis table, a table that contains a type of information that has been analyzed (Hasan; 2006; 20).

Conceptual Framework

Figure 2.2.
Framework of Thought



RESULTS AND DISCUSSION

Respondent Description

Respondent characteristics are characteristics possessed by respondents in relation to leadership style, emotional intelligence and work enthusiasm as employees at the Bambaira District Office, Pasangkayu Regency which includes age, latest education and gender. Based on the research plan that determines all employees totaling 25 respondents.

Analysis of Respondents' Responses to Human Resource Quality Variables

Of the four indicators used as measuring instruments for the quality of human resources, it turns out that the skill indicator with statement item number 5, namely "The maturity of the Bambaira sub-district apparatus in controlling themselves on task implementation" has the highest average respondent answer compared to other dimensions of the human resource quality variable with a mean value of 4.36, which means that the interval scale value is classified as very good. This illustrates that employees who work at the Bambaira District office of Pasangkayu Regency are able to control themselves over the implementation of their work duties in order to achieve positive organizational goals to produce optimal performance.

Of the 13 statement items on the quality of human resources, the knowledge indicator with the statement item "The ability of sub-district government officials can be seen from their spiritual maturity or religious maturity so that they are given learning assignments" has the lowest mean average value of 4.12 although it is still classified as an interval scale in the good category. This illustrates that employees who work at the Bambaira District office of Pasangkayu Regency have spiritual maturity or religious maturity so that they are given learning assignments in carrying out their work duties in order to achieve positive organizational goals to produce optimal performance.

Analysis of Respondents' Responses to Performance Variables

Of the five indicators used as measuring instruments for performance, it turns out that the third indicator has the highest average respondent's answer compared to other indicators on the performance variable with a mean value of 4.29, which means that the interval value is classified as very good, namely statement item number 3 "Employees always ask other employees for advice and direction if they don't understand there is work" This illustrates that civil servants in doing work that is not understood always make opinions of suggestions and directions from other employees in order to achieve positive organizational goals to produce optimal performance.

Of the five indicators, the first statement has the lowest mean value of 3.76 although it is still classified as an interval scale in the good category. Where the statement is "Employees always maintain quality in working in the sub-district" This illustrates that employees who work at the Bambaira District Office of Pasangkayu Regency always maintain quality in working to achieve positive organizational goals to produce optimal performance.

Quality of Human Resources

In this study, the quality of human resources (HR) at the Bambaira Subdistrict Office of Pasangkayu Regency was analyzed through a survey of a number of civil servants. The results of the analysis using frequency distribution showed that the majority of respondents gave a very good assessment of the quality of human resources in the sub-

district office. This is reflected in the average values that show good to very good categories in most of the statements submitted to the respondents.

One of the main indicators measured in this survey is the maturity of sub-district officials in controlling themselves in carrying out their duties. Based on the results of data processing, this statement obtained the highest mean value compared to other statements. This shows that Bambaira sub-district officials show a very good ability to control themselves and maintain consistency in carrying out their duties. This maturity in self-control is an important factor in the successful implementation of tasks and efficient public services at the sub-district level.

From these results, it can be concluded that the quality of human resources at the Bambaira District Office of Pasangkayu Regency can be categorized as very good. Civil servants in the sub-district have high competence, especially in terms of self-management and professionalism in carrying out their duties. As a result, their performance in various fields of public service can be said to be optimal, which is reflected in the achievement of the tasks assigned.

In addition, the self-maturity factor shown by the sub-district apparatus also reflects good coaching in character and skill development. This is also evidence that the quality of existing human resources does not only depend on aspects of formal education, but also on soft skills training that supports professionalism and work ethics.

Overall, the quality of human resources at the Bambaira Sub-district Office has shown very positive developments, and this is a strong foundation in improving the quality of public services. With competent human resources and skills in controlling themselves, the performance of the Bambaira sub-district apparatus is expected to continue to improve and make a significant contribution to the progress of Pasangkayu Regency.

Quality of Human Resources

Based on the results of the analysis of the performance frequency distribution presented in Table 4.5, it was found that the majority of respondents' statements related to employee performance at the Bambaira District Office, Pasangkayu Regency had an average value that fell into the good category. These results indicate the existence of solid performance quality among civil servants (PNS) in the sub-district. One of the statements that obtained the highest mean value in this survey was regarding the attitude of employees who always ask for advice and direction from colleagues when they feel they do not understand the work given.

This statement shows that employees at the Bambaira Sub-district Office have a very positive work culture, where they do not hesitate to ask for help or clarification from colleagues when facing difficulties in understanding tasks or work. This culture of helping each other and sharing knowledge between employees is very important in creating a collaborative and productive work environment. With effective communication between colleagues, work can be done well, and errors can be minimised. This also indicates that employees are open to improving their competence through interaction with more experienced colleagues.

From these results, it can be concluded that the overall performance of civil servants in the Bambaira Sub-district Office of Pasangkayu Regency is very good. Employees have the ability to work together and support each other in completing tasks, which is reflected in their attitude in asking for direction when facing difficulties. Thus, their performance in completing work can be said to be optimal, where the tasks assigned to them can be completed in accordance with organisational expectations.

This culture of mutual assistance creates an efficient and well-organised work cycle, where each employee can complete their tasks with the collective support of their colleagues. This smooth work cycle in line with organisational expectations indicates effective team collaboration and a good understanding of each other's tasks.

The results of this analysis illustrate that employee performance at the Bambaira Sub-district Office is highly dependent on good communication and collaboration among employees. Therefore, to continuously improve the quality of performance, there is a need to strengthen the culture of teamwork and training in communication skills among employees. By facilitating a work environment that is more supportive of knowledge and experience sharing, employee performance can continue to improve, which in turn will have a positive impact on the quality of public services in Bambaira Sub-district.

This research also shows that to maintain good performance, it is important for organisations to always provide approaches that support collaboration and provide space for employees to ask questions and discuss to improve the quality of work performed.

CONCLUSIONS

The findings of this research conclude that the quality of human resources at the Bambaira Sub-District Office, Pasangkayu Regency, is commendable. Civil servants demonstrate strong spiritual maturity and self-control, which contribute significantly to achieving organizational goals. This high-quality human resource management ensures that tasks and responsibilities are handled effectively. Furthermore, the performance of civil servants consistently reflects their commitment to maintaining work quality. They actively seek advice and guidance from colleagues to address challenges and complete assigned tasks efficiently. This collaborative and proactive approach underscores the overall effectiveness of civil servants in fulfilling their roles and contributing to organizational success.

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