

## Article

# Employee Performance at the Ampah Village Office, Dusun Tengah Sub-district, East Barito Regency

Hendrayani<sup>1</sup>, Djayeng Turano Gunade<sup>2</sup>, Ratna Sari<sup>3</sup>

<sup>1,2,3</sup>Public Administration Study Program, Amuntai Institute of Administrative Sciences, Indonesia.

\* Correspondence: <sup>1</sup>[hendra.yr@gmail.com](mailto:hendra.yr@gmail.com), <sup>2</sup>[djayengturanogunade@gmail.com](mailto:djayengturanogunade@gmail.com), <sup>3</sup>[ratnajuwitasari17@gmail.com](mailto:ratnajuwitasari17@gmail.com)

**Abstract:** Performance is basically what employees do or cannot do. The performance of an employee will be good if the employee has quality skills, willingness to work, decent wages or rewards and has hope for the future. At the Ampah Kota sub-district office, employee performance is still not optimal, due to the lack of awareness of employees so that there are still some people who are late for work. And Work Speed Employee performance cannot be fast because it is constrained by insufficient facilities. Based on this, this study aims to determine the performance of employees at the Ampah City Village Office, Central Hamlet District, East Barito Regency. This research uses a qualitative approach with a descriptive-qualitative research type. The data collection techniques used are interviews, observation and documentation. The source of data in this study was to take informants from employees at the Ampah Kota Village office, Central Hamlet District, East Barito Regency as many as 10 people. After the data is collected, it is then analyzed with techniques including data reduction, data presentation, and verification or drawing conclusions. The results of the study showed that the performance of employees at the Ampah City Village Office, Dusun Tengah District, East Barito Regency was quite good. From the indicators of work results are quite satisfactory because they are in accordance with existing standard operating procedures and also very minimal with errors. From the time indicator used to carry out the task is not good because employees cannot complete the task on time because they are constrained by insufficient facilities. From accurate indicators are quite good because every information that exists is true and based on adequate evidence, and can be accounted for its truth and lack of errors. From the awareness indicator has not been good, the awareness indicator has not been good because employees are only aware of their duties but shirk their responsibility to be present on time. In addition, factors that hinder the performance of employees at the Ampah Kota Village Office are the lack of facilities and infrastructure and the lack of exemplary employees. In order for the performance of employees at the Ampah City Village Office, Central Hamlet District, East Barito Regency to be more optimal, it is recommended that employees should be more active in doing their work because employee performance is a benchmark for performance measurement, employees who often violate work rules must get sanctions such as being given a strict warning letter to provide a deterrent effect. And Lurah and all employees in Kelurahan Ampah Kota, Dusun Tengah District, East Barito Regency further improve work discipline to get more optimal work quality.

**Citation:** Hendrayani, Gunade D. T., Sari R. Employee Performance at the Ampah Village Office, Dusun Tengah Sub-district, East Barito Regency. American Journal of Economics and Business Management 2024, 7(12), 1808-1814.

Received: 13<sup>th</sup> Sep 2024

Revised: 14<sup>th</sup> Oct 2024

Accepted: 26<sup>th</sup> Nov 2024

Published: 31<sup>th</sup> Dec 2024



**Copyright:** © 2024 by the authors. Submitted for open access publication under the terms and conditions of the Creative Commons Attribution (CC BY) license (<https://creativecommons.org/licenses/by/4.0/>)

**Keywords:** Employee Performance, Work Discipline, Facilities and Infrastructure, Employee Awareness, Public Service.

## 1. Introduction

### Background

The problem of quality performance will be resolved when an organization can select potential employees whose motivation aligns with their work and who possess the qualities necessary to perform at their maximum potential.

An employee's performance will be good if the employee has quality skills, a willingness to work, receives fair wages or compensation, and has future prospects.

Employee performance is the level of achievement or work results of an individual from the goals that must be achieved or the tasks that must be carried out according to each person's responsibilities within a specified timeframe. Based on preliminary observations conducted by the author at the Ampah Kota Village Office, several performance issues were found, including:

1. Employee performance assessment in the Performance Report (Lakip) was not fully achieved. Based on quantity and quality of work, it was still not optimal, which was due to the employee performance in the Performance Report not being fully achieved [1], [2], [3]. LAKIP is a report that provides information on the success or failure of government agencies in managing resources to achieve the goals and objectives set in accordance with the vision and mission of the Ampah Kota Village Office, East Barito Regency. The performance information presented includes the level of target achievement quantified in the form of key performance indicator achievements. Additionally, it contains achievements in the performance background that have been presented qualitatively [4], [5].
2. Poor work discipline among employees. Based on task performance, employees are unable to arrive on time; some employees are disobedient, meaning they are not punctual or are late. Since the current Covid-19 pandemic, almost all agencies have found that some employees have become lazy. They are supposed to start work at 07:00 WIB, but some employees arrive at 08:00 WIB, and some even arrive at 09:00 WIB.

Based on the above-mentioned phenomena, the researcher is interested in conducting research titled "Employee Performance at the Ampah City Village Office, Dusun Tengah District, East Barito Regency."

### Problem Formulation

1. How is employee performance at the Ampah City Village office?
2. What factors hinder employee performance at the Ampah Kota Village office?

### Research Objectives

1. To determine employee performance at the Ampah city sub-district office.
2. To identify the factors that hinder employee performance at the Ampah city sub-district office.

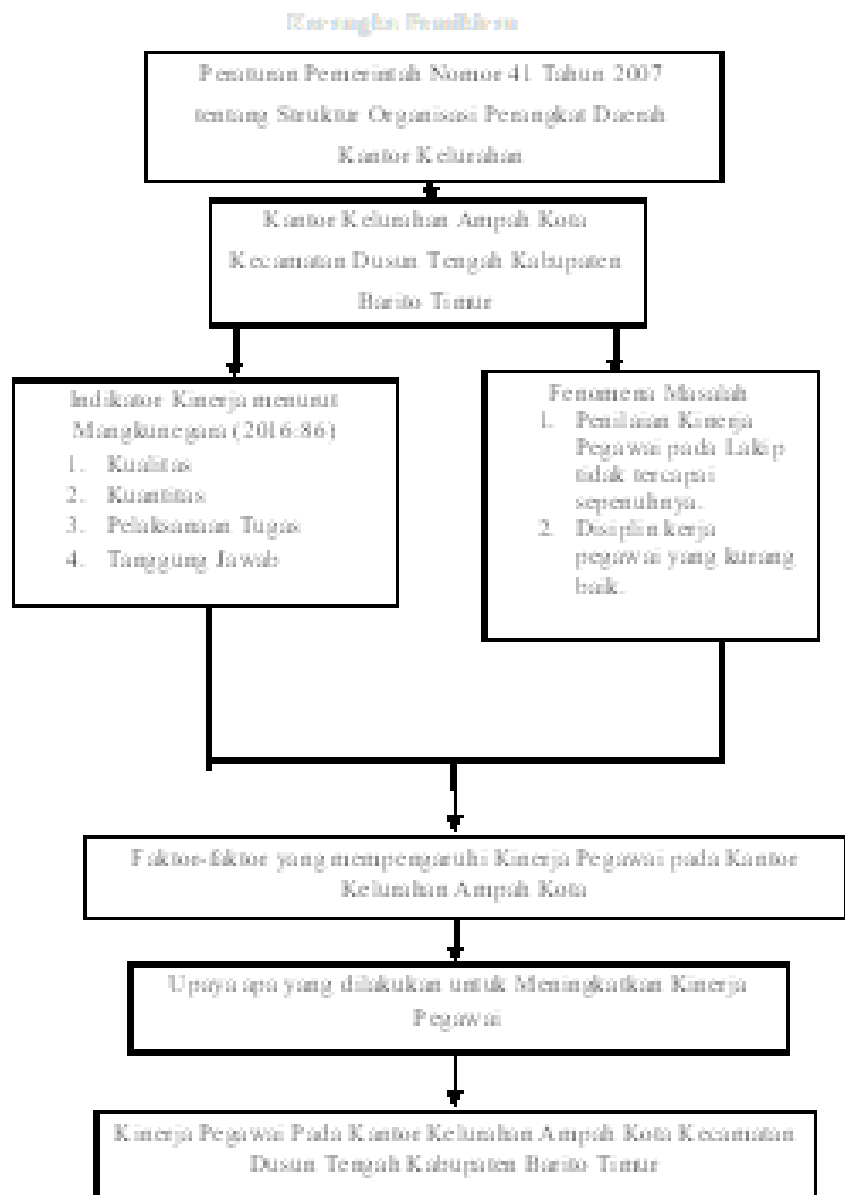
### Theoretical Basis

#### A. Definition, Concepts, and Theories

1. Performance Performance is very necessary for every company leader to evaluate, in order to identify which employees are high-performing and which are not, so that the company can give rewards to the right people. According to Mangkunegara in the book *Human Resource Management* (2016:86), the functions of performance are:
  - a. Quality Work quality is how well an employee does what they are supposed to do.
  - b. Quantity Work quantity is how long an employee works in a day. This work quantity can be seen from the work speed of each employee.
  - c. Task Performance Task performance refers to how accurately or error-free an employee is able to perform their job.
  - d. Responsibility Responsibility toward work is an employee's awareness of their obligation to carry out the tasks assigned by the company.

2. Employees According to Soedaryono in his book (Office Management, 2016: the definition of employe is "someone who makes a living by working within an organizational unit, whether it be a government or private work unit." And according to Robbins (Organizational Behavior, 10th Edition: 2016), the definition of employe is "an individual who works for an employer, whether as a permanent or temporary employe, based on a written or unwritten employment agreement, to perform a job in a specific position or activity determined by the employer." Based on this definition, it can be assumed that employes are all residents who are able to work and receive a salary every month, except for the following groups:
- Children aged 14 years and under
  - Those aged 14 years and over but still attending school full-time.
  - Those who, due to old age or physical or mental disabilities, are unable to work under an employment relationship for themselves (self-employed) or in an employment relationship but are unable to find work for some reason, namely the unemployed.

Based on the above description, it can be concluded that an employe is someone who works within an organizational unit, whether as a permanent or temporary employe, to meet their living needs.



**Figure 1.** Framework.

## 2. Materials and Methods

### Research Approach

The research approach used by the researcher in this study is qualitative, which is an approach to reveal research findings based on data obtained from interviews and direct observation, resulting in a descriptive account that logically and critically describes the actual research situation.

### Research Type

This research is qualitative research. The focus is on a comprehensive depiction of the form, function, and meaning of prohibition expressions.

### Data and Data Sources

The data sources in this study generally come from (1) Primary Data, (2) Secondary Data. The data sources were taken using purposive sampling, which is a technique for selecting data sources based on specific considerations. The informants in this study numbered 10 people.

### Data Collection Techniques

The data collection techniques used in this study were: (1) Observation; (2) Interview; and (3) Documentation [6].

### Data Analysis Techniques

According to Spradley, as cited in Lexy J. Moelong, data analysis is conducted directly in the field alongside data collection. There are three stages of data analysis interspersed with data collection, namely (1) Domain Analysis; (2) Taxonomic Analysis; (3) Component Analysis [7], [8].

### Credibility Test

The credibility test for data or trust in the results of this qualitative research is carried out by extending observations, increasing persistence, triangulation, negative case analysis, using reference materials, and conducting member checks [9], [10].

## 3. Results and Discussion

### Employee Performance at the Ampah Kota Village Office, Dusun Tengah District, East Barito Regency

#### 1. Quality

- a. Work Results Based on interviews and observations, it can be concluded that employe performance at the Ampah Kota Village Office regarding the work results indicator is quite good because it aligns with existing standard operating procedures, and is evident from the neatness and accuracy of the employes, or the error rate of the employes is very minimal.
- b. In accordance with duties Based on interviews and observations, it can be concluded that employe performance at the Ampah Kota Village Office regarding the indicator of alignment with duties is quite good because employes possess competencies such as skills, knowledge, and behavior that are consistent with their positions and can produce good work performance for themselves and the Village Office, resulting in tasks that are also aligned.

#### 2. Quantity

- a. Time used to complete tasks Based on the results of interviews and observations, it can be concluded that the performance of employes at the Ampah Kota Village Office regarding the indicator of time used to complete tasks is not yet good because

there are still some employees who do not fully understand the time for completing tasks, and this refers to the employees' discipline in working.

- b. **Work Speed** Based on the results of interviews and observations, it can be concluded that the performance of employees at the Ampah Kota village office in Dusun Tengah District, East Barito Regency, regarding the indicator of Employee Work Speed, can be said to be not yet good. This is because employees require a process to work with varying times, and certainly, the lack of facilities will hinder the speed of employee performance.
3. **Task Performance**
    - a. **Accurate Work** Based on the results of interviews and observations, it can be concluded that the performance of employees at the Ampah Kota Village Office, Dusun Tengah District, East Barito Regency, regarding the indicator of Accurate Work is quite good because all available information is accurate and based on sufficient factual evidence, and its truth can be accounted for.
    - b. **Expertise** Based on the results of interviews and observations, it can be concluded that the performance of employees at the Ampah Kota Village Office, Dusun Tengah District, East Barito Regency, regarding the expertise indicator, is quite good because employees are placed according to their knowledge and educational background, so they have sufficient expertise in their respective fields.
  4. **Responsibility**
    - a. **Awareness** Based on the results of interviews and observations, it can be concluded that the performance of employees at the Ampah Kota Village Office regarding the awareness indicator is not yet good because employees are only aware of their duties but neglect their responsibility to arrive on time.
    - b. **Obligations** Based on the results of interviews and observations, it can be concluded that the performance of employees at the Ampah Kota Village Office regarding the obligation indicator is quite good because employees understand what their obligations are, namely managing and developing themselves, and are obliged to account for their performance and apply the merit principle in the implementation of civil servant management.

### **Factors that hinder employee performance at the Ampah Kota Village Office, Dusun Tengah District, East Barito Regency**

1. **Supporting Factors**,
  - a. **Quality** This can be seen from the quality of the employees, as they are able to work according to their respective job descriptions. Work quality is how well an employee does what they are supposed to do. As employees, we must be able to provide effective and efficient work quality to the public so that the public feels that the performance of employees at the Ampah Urban Village Office is maximized.
  - b. **Task Execution** Task execution is quite good because as long as the work is correct and there are no significant errors, the employees have worked accurately according to their respective job descriptions. The performance of employees' duties is already quite good. It is the responsibility of an employee to strive for success in carrying out an activity that can be effective and efficient. To achieve this, it is necessary to ensure harmony and synergy among all parties directly involved.
2. **Inhibiting Factors**,
  - a. **Quantity** The quantity of employees for this matter is indeed still an obstacle. The lack of employee understanding regarding when the task will be completed leads to undesirable outcomes, namely delays in submitting task results that do not align with the specified timeframe [11], [12], [13].
  - b. **Awareness** Employee awareness is still lacking, as evidenced by discipline issues where some employees still arrive late, resulting in reduced time to complete their work and preventing tasks from being finished on time [14], [15].

#### 4. Conclusion and Suggestions

##### Conclusion

Employee performance at the Ampah Kota Village Office, Dusun Tengah District, East Barito Regency is quite good. This can be seen from the following aspects:

- a. Quality consists of indicators that show satisfactory work results because they are in accordance with existing standard operating procedures and have very few errors. This can be seen from the neatness of the work and the thoroughness of the employees. And the indicators are quite good for the task because the employees have competencies in the form of skills, knowledge, and behavior that are consistent with their positions and can produce good work performance for themselves and the Ampah Kota Village office, resulting in tasks that are also appropriate.
- b. Quantity, consisting of time indicators used to complete tasks that are not yet good because employees cannot finish tasks on time due to limitations in insufficient facilities, and employee speed indicators that are not yet good because employees require different amounts of time to work. For example, a service that should only take 30 minutes can take an hour or more due to facility limitations.
- c. Task Execution, consisting of the indicator "accurate" being quite good because all available information is correct and based on sufficient evidence, its truth can be accounted for, and errors are minimal. And the skill indicator is quite good because employees are placed according to their knowledge and educational background, so they have sufficient expertise in their respective fields.
- d. Responsibility, consisting of the indicators of awareness not being good, awareness not being good because employees are only aware of their tasks but neglect their responsibility to arrive on time, and responsibility and obligations are quite good because employees fully understand their obligations, namely managing and developing themselves and being required to account for their performance and apply the principle of merit in the implementation of civil servant management.

##### Suggestions

In an effort to improve employee performance at the Ampah Kota Village Office, Dusun Tengah District, East Barito Regency, the following suggestions are made: Employees at the Ampah Kota Village Office, Dusun Tengah District, East Barito Regency, are advised to:

- a. Employees should be more active in performing their duties because employee performance is a benchmark for measuring performance.
- b. Employees who frequently violate work rules should receive sanctions, such as a stern warning letter, to have a deterrent effect.
- c. The village head must pay attention to the facilities and infrastructure that support employee performance, such as computer facilities to facilitate work, especially for employees of the Ampah Kota village office in Dusun Tengah District, East Barito Regency. The village head and all employees in Ampah Kota Village, Dusun Tengah District, East Barito Regency, must further improve work discipline to achieve more optimal work quality.

#### REFERENCES

- [1] C. Mbore and T. Cheruiyot, "Employee Performance Measurement and Management in the African Public Sector," *Int. J. Sci. Basic Appl. Res.*, vol. 36, no. 1, pp. 187–201, 2017, [Online]. Available: <https://gssrr.org/index.php/JournalOfBasicAndApplied/article/view/7964>
- [2] S. K. Partoip, "The Role of Performance Measurement in Enhancing Employee Performance: Evidence from the Public Sector," *Eur. J. Bus. Manag. Res.*, vol. 4, no. 5, pp. 1–5, 2025, doi: 10.24018/ejbm.2019.4.5.107.
- [3] R. C. Nemiño, "Quality of Work Life: Employee Performance Nexus and the Moderating Role of Employee

- Commitment," *Int. J. Qual. Work Life*, vol. 13, no. 4, pp. 163–177, 2024, doi: 10.18848/2327-2642/CGP/v13i04/163-177.
- [4] Y. T. Tran and N. P. Nguyen, "The impact of the performance measurement system on the organizational performance of the public sector in a transition economy: Is public accountability a missing link?," *Cogent Bus. & Manag.*, vol. 7, no. 1, p. 1792669, 2020, doi: 10.1080/23311975.2020.1792669.
- [5] J. Gao, "Performance Measurement and Management in the Public Sector: Some Lessons from Research Evidence," *Public Adm. Dev.*, vol. 35, no. 2, pp. 86–96, 2015, doi: 10.1002/pad.1704.
- [6] S. P. Chand, "Methods of Data Collection in Qualitative Research: Interviews, Focus Groups, Observations, and Document Analysis," *Adv. Educ. Res. Eval.*, vol. 6, no. 1, pp. 303–317, 2025, doi: 10.25082/AERE.2025.01.001.
- [7] S. K. Ahmed and others, "The Pillars of Trustworthiness in Qualitative Research," *Qual. Res. methods J. (Article S2949916X24000045)*, vol. —, no. —, p. —, 2024, [Online]. Available: <https://www.sciencedirect.com/science/article/pii/S2949916X24000045>
- [8] K. K. C. Cheung, "Intercoder Reliability in Qualitative Research: Debates and Practical Guidelines," *Int. J. Qual. Methods*, vol. 19, pp. 1–15, 2023, doi: 10.1080/02635143.2021.1993179.
- [9] C. McKim, "Meaningful Member-Checking: A Structured Approach to Member-Checking," *Am. J. Qual. Res.*, vol. 7, no. 2, pp. 41–52, 2023, doi: 10.29333/ajqr/12973.
- [10] J. S. Lee, V. Nargund-Joshi, and B. Dennis, "Progressing through the Haze in Science and Mathematics Education Research: Contemporary Use of Spradley's Qualitative Inquiry in Two Case Studies," *Int. J. Qual. Methods*, vol. 10, no. 1, pp. 42–57, 2011, doi: 10.1177/160940691101000104.
- [11] W. C. Borman and S. J. Motowidlo, "Task performance and contextual performance: The meaning for personnel selection research," *Hum. Perform.*, vol. 10, no. 2, pp. 99–109, 1997, doi: 10.1207/s15327043hup1002\_3.
- [12] J. R. Van Scotter, "Relationships of Task Performance and Contextual Performance with Turnover, Job Satisfaction, and Affective Commitment," *Hum. Resour. Manag. Rev.*, vol. 10, no. 1, pp. 79–95, 2000, doi: 10.1016/S1053-4822(99)00040-6.
- [13] R. S. Dalal, "Contextual Performance / Prosocial Behavior / Organizational Citizenship Behavior," *Organ. Behav. Hum. Decis. Process.*, vol. 94, pp. 1–14, 2007, doi: 10.1016/j.obhdp.2004.11.001.
- [14] D. W. Organ, "Organizational Citizenship Behavior: Its Construct Clean-Up Time," *Hum. Perform.*, vol. 10, no. 2, pp. 85–97, 1997, doi: 10.1207/s15327043hup1002\\_2.
- [15] J. W. Johnson, "The Relative Importance of Task and Contextual Performance to Supervisor Judgments of Overall Performance," *J. Appl. Psychol.*, vol. 86, no. 5, pp. 984–996, 2001, doi: 10.1037/0021-9010.86.5.984.