

# Analysis of Employee Performance in The Era of The COVID-19 Pandemic in Public Services

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## Abstract

The purpose of writing this thesis is to analyze employee performance in the Era of the COVID-19 Pandemic in Public Services for making E-KTP and Family Cards at the Rantau Pulung District Office. The research focus in this thesis discusses the quality of work results, quantity of work results, initiatives, job satisfaction, work knowledge. Data collection techniques used by making observations, in-depth interviews and documentation, for informants taken using purposive sampling techniques, this type of research is descriptive and will be analyzed qualitatively. The results of the study obtained by the author that the quality of the work of employees of the Rantau Pulung District Office in making E-KTP and Family Cards in Rantau Pulung was not in accordance with the SOP during the pandemic and there were errors in this writing. The quantity of work results has not reached the target to be achieved. The initiative of still employees is lacking in providing services for making E-KTP and Family Cards. Employee job satisfaction is already good, as can be seen from the friendly attitude of employees. Job knowledge is quite good, it can be seen from the education and ability of each employee. Supporting factors for employee performance include ability and knowledge as well as factors inhibiting employee performance, namely the lack of sophisticated technology, unstable internet networks and the lack of infrastructure available at the Rantau Pulung District Office.

*Keywords:* Employee Performance, COVID-19, Public Services

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## 1. Introduction

In the era of the coronavirus (COVID-19) pandemic, it has had a lot of impact and influence on the performance of employees in providing public services to the community (Rahmawati et al., 2021; wieky rusmanto, 2022). The existence of the corona virus that attacks world health turns out to have a huge impact on all aspects of people's lives, including in providing public services (Rijal et al., 2021).

In the nature of its implementation, every party who works both from governmental and non-governmental factors must be able to work from home for that, the process implemented by the government must be carried out, so that it runs efficiently, effectively and optimally so that in providing public services to the community can be carried out properly (Rijal et al., 2021; Shaefudin et al., 2020). Subsequently, the issuance of regulations on providing public services in the era of the COVID-19 pandemic, there was a regulation of PERMENDAGRI No. 7 of 2019 concerning online population administration services. With the issuance of the regulation, it is mandatory to be able to provide population administration services online (Shaefudin et al., 2020).

In this case, the Development of Apparatus Resources in the Era of the COVID-19 pandemic is indeed very necessary because it has the position and role as a State Civil Apparatus to be able to organize government and development to be able to achieve a national goal (Raid & Yasmeardi, 2021; Wuri, 2021). The national objectives that have been contained in the preamble to the 1945 Constitution are to protect the entire Indonesian nation and all Indonesian bloodshed and to promote the general welfare, educate the nation's life and participate in carrying out world order based on independence, lasting peace and social justice (Haryati & Ferriswara, 2020). These national goals can be achieved by the existence of national development that is planned, directed, reality and carried out effectively and efficiently (Gem Wangi et al., 2021).

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In an effort to improve the performance of the State Civil Apparatus, of course, it requires employees who in working to complete their tasks must work effectively and efficiently (wieky rusmanto, 2022). This situation aims to be able to save time and be able to produce a good work result in working for employees, especially about the method of employees in carrying out their work which will get results in accordance with the work carried out (Gem Wangi et al., 2021; wieky rusmanto, 2022).

Improving employee performance is also very important because of the change in the direction of government policies driven by the spirit of reform to be greater in providing space for movement and having a large role for the community in the implementation of government, where the government and its employees have a role as facilitators (Haryati & Ferriswara, 2020; yandri & Princess, 2021). There is a change in the direction of this policy that has brought involvement in the professionalism of employees in order to answer challenges in this COVID-19 pandemic era (Daton, 2020; Nihayaty, 2021).

If you look carefully at what happens to a job or position is a process that manages from input to output. The existence of indicators as a key to be able to measure the performance results of each individual or group obtained from activities/actions based on clear and written standards (Husnayaini, 2020). Know that performance also has elements of competence and productivity of results, so that in achieving performance results it has a great influence on the ability of each individual, especially to achieve organizational goals and by having good performance it will certainly provide benefits in the form of benefits for the organization, team and individu (Husnayaini, 2020; Purwaningtyas, 2021; yandri & Princess, 2021).

Peran employees as the key to the success of the organization. How much a leader has a role in managing the performance of his subordinates, of course, it will be easy to influence the performance of each individual, work unit, and the entire organization (Dewi & Tobing, 2021; Nihayaty, 2021). If the worker clearly knows what is wanted and gets the boost needed to provide an efficient and productive contribution.

Regarding work activities to achieve organizational goals is a very priority for every organization, and having work discipline is also very much needed in every cooperative effort between employees to achieve the goals that have been set (Fadhillah & Suparman, 2021; Fragrant Gems et al., 2021). In addition, the work knowledge of employees who are still low will certainly be difficult for organizations to be able to obtain maximum results (Raid & Yasmeardi, 2021). We can know that the factor of work knowledge in providing services is very certain of the success of an organization to be able to achieve a desired goal (Romdana, 2022).

With regard to public services carried out by the government bureaucracy for the community, one of which is the type of administrative service (Ibrahim, M. A., Pangkey, M., & Dengo, 2021; Wuri, 2021). Administrative services are types of services provided by service units in the form of recording, research, decision making, documentation and administrative activities carried out by employees (Doramia Lumbanraja, 2020; Ibrahim, M. A., Pangkey, M., & Dengo, 2021; Sutrisna, 2021). In this case, the government is implemented to be able to provide administrative services such as making E-KTP (Identity Card) and Family Card.

Dapat explained that E-KTP is a population document that contains a security or control system both in terms of administration and information technology based on national population data which in its manufacture E-KTP is wide open, easy and free of charge while the Family Card is an identity owned by each family that contains data regarding the composition, relationship and number of members in a family (Fayyadh, 2021). The Family Card is very important to have because it has become a *daras* for the issuance of an E-KTP and is the basis for fulfilling citizenship rights as well as for the government to be the basis in decision making or policy (Fayyadh, 2021).

Based on the problems that the researchers have described above, that the Rantau Pulung Subdistrict Office is one of the sub-districts in East Kutai Regency that has a government organizational structure. However, in carrying out their duties, officials or employees at the Rantau Pulung District Office which has poor employee performance, so the author is interested in being able to conduct research with the title "Analysis of Employee Performance in the Era of the COVID-19 Pandemic in Public Services making E-KTP and Identity Cards at the Rantau Pulung District Office".

## **2. Research Method**

### *2.1. Types of Research*

In carrying out research, the type of research used needs to be adjusted to the problem to be studied in order to obtain the desired research results and achieve research objectives. Therefore, the general purpose of research is to be able to solve problems, for that the methods used must be relevant to the problems that have been formulated.

The type of research used in this study is a qualitative descriptive approach, which is a study that can provide an in-depth picture of an event or object. Thus, it can be interpreted that this research is a study that produces data by carrying out observations on the object of study.

### *2.2. Data Source*

The data source is the subject from which the data is obtained. For this reason, in taking a data, it must be clear about the origin of the data and from whom the data was obtained. Thus, the existence of clear data of the source will be accountable.

In the main data sources can be through interviews that are inseparable from the sentences that the informant or the person to be observed conveyed. In this stage, there are three activities that are considered and certainly have a big effect, namely seeing, hearing and giving questions. This stage certainly cannot be separated from the actions that will be carried out by the researcher such as the form of response to the interview results obtained. In identifying existing data sources into 3 P's, namely person, place and paper.

P = Person, a data source in the form of a person, where the data source will provide data such as oral answers by conducting interviews obtained using the purposive Sampling technique where the information selected from parties who are considered to have knowledge and understanding of the problems in this study. In this technique the researcher selects the research subject according to the focus of the study and to obtain the power of its accuracy. The informants in this study are as follows:

1. Sub-district head of Rantau Pulung Subdistrict.
2. Kasi section of Public Service
3. Staff and Employees in the Public Service
4. There are 12 people who have taken care of making E-KTP and Family Cards at the Rantau Pulung District Office

In choosing informants, the community uses the accidental sampling technique, namely by determining samples based on the coincidence of being encountered by researchers. especially people who have taken care of public services for making E-KTP and Family Cards at the Rantau Pulung District Office. The selection of informants has the purpose of extracting data in order to obtain a clearer depth of information.

P = place, the data source can be in the form of a place, namely a data source that provides a display in the form of conditions such as silence or movement, it can also be in the form of rooms and equipment consisting of tables, chairs, cabinets, computers as well as performance activities and other activities in the Rantau Pulung District Office.

P = paper, the data source can be in the form of symbols, that is, data sources that provide signs in the form of letters, numbers, images, or symbols. More precisely it can be called a method of documentation. The sources of the paper data obtained include:

1. Monographic data of Rantau Pulung District
2. Operational Standard Document for Rantau Pulung District Services
3. Books, references, journals, articles, and sites that are official and in accordance with the theme of this research.

### *2.3. Data Collection Techniques*

The data analysis used for this study is a qualitative method, namely by describing and analysing the data that has been obtained from the results of interviews, recording in the field and also obtained through various documentation will then be described in the form of actual explanations. The data analysis that will be used in this research is the data

analysis model passing groove interactive model that has been developed by Miles and Huberman as a data collection, data reduction, data presentation, and conclusion drawing.

### 3. Results and Discussions

#### 3.1. Results

Employee performance in providing services and work outputs in making E-KTP and Family Cards. Rantau Pulung Subdistrict Office as one of the forums to be able to provide services to the community who are taking care of the population files needed in order to provide services quickly, precisely and easily to the community is one of the demands and challenges for the government. In addition, the government has a very important role to be able to achieve organizational goals is something that every organization must be able to prioritize. By having a high-performance factor, of course, it is needed by every cooperation between employers and employees with leaders in order to achieve a goal that has been set. By looking at this for this reason, researchers will discuss the research focus that has been previously set. The focus of the research that will be discussed is the quality of initiatives, job satisfaction and as well as supporting factors and obstacles to employee performance in the Era of the COVID-19 Pandemic in the Public Service of Making E-KTP and Family Cards at the Rantau Pulung District Office.

##### 3.1.1. Initiative

Initiative is an act that has an element of novelty or deeds that are different from others, while still achieving the same objectives to be able to complete the work (Perdinan et al., 2019). To be able to see the initiative of employees in providing public services for making E-KTP and Family Cards at the Rantau Pulung District Office, therefore researchers interviewed the Rantau Pulung Sub-district Head who stated as follows:

*"In providing E-KTP making services to the community, we have an innovation program in providing services, the name of the program is Pick up the Ball here is not the community that comes to us but we who come to the community. For this system, people who want to make it can record E-KTP at the Rantau Pulung District Office. then we will send it directly to Capil and if it is finished, we immediately deliver to the Village then the Village contacts the party who has the E-KTP. for the manufacture of Family Cards there is no form of innovation that we provide because there is already an alternative to taking care of online to Capil directly".*

The statement regarding the initiative of employees at the Rantau Pulung Subdistrict Office is a new form of innovation about services in the form of the Pick up the Ball program to be able to facilitate the community, this program can make it easier for people who take care of making E-KTP because from the recording process to becoming an E-KTP, it is directly handled by sub-district and village office agencies so that the community immediately receives the results. As for the Family Card, there is no innovation given to the community because it can directly take care of it online to Capil directly.

In line with the statement given by the previous speaker, the author also interviewed the Head of the Public Service Section of Rantau Pulung District who stated that:

*"In providing public services for the initiative, it is still lacking due to limited manpower at the Rantau Pulung District Office, actually employees have been divided into several parts and for each person already has their own job but we as much as possible provide new innovations such as for the E-KTP ball pick-up program which was made to answer all problems about E-KTP manufacturing services and in order to maximize service delivery in the pandemic era. This COVID-19".*

Based on the results of the interview, it can be explained that the sub-district government has made a program, one of which is the Pick up the Ball program which can make it easier for the community in the pandemic era even though the program has not run optimally because the process of making E-KTP is not in unison because there are obstacles such as unstable networks in inputting community recording data sent to Capil so that the results of making E-KTP are not simultaneously completed. As for the making of the Family Card, there is no innovation made only in the form of conveying information submitted by sub-district employees to be able to take care of the Family Card online at Capil.

### 3.1.2. Job Satisfaction

Job satisfaction of an employee can be measured from several elements, namely the ability of service officers and the attitude of officers (polite & friendly) to know job satisfaction at the Rantau Pulung District Office, therefore researchers interviewed the Rantau Pulung Sub-district Head who stated that:

*"In essence, I see that there are no complaints from the community, as can be seen from the advice box that is always empty, there is no content, this is one of the indicators that the community is quite satisfied with the services provided can be seen from the employees who serve the community well by applying the motto of service in the district office friendly, smile. that way the public will feel comfortable with the attitude shown by the employees here".*

The statement regarding the job satisfaction of employees at the Rantau Pulung District Office is that the absence of complaints from the community is one of the indicators that the community feels satisfied with the services provided. Then in working employees also apply the motto of service at the Rantau Pulung District Office, namely friendly and smiling.

Based on the results of interviews from the community, it can be explained that the job satisfaction of employees of the Rantau Pulung Subdistrict Office has been good in providing services in the era of the COVID-19 pandemic, such as in making E-KTP and Family Cards, still applying the motto of Rantau Pulung District services.

### 3.1.3. Supporting Factors for Employee Performance in the Era of the COVID-19 Pandemic in Public Services for Making E-KTP and Family Cards at the Rantau Pulung District Office

In a government agency, of course, it has things that can support the running of an activity, activity or work that will be carried out, to be able to streamline the process of providing these services then if there are no things that support and streamline the service then good service will be difficult to realize. The existence of factors that can support in carrying out services has different roles but still influence each other and can jointly realize a good and maximum service delivery for the community as users of the service. In knowing the supporting factors for the implementation of services provided by the Rantau Pulung District Government, therefore the author does interview to the Sub-District Head of Rantau Pulung who stated that:

*"In my opinion, in supporting the service of making E-KTP and Family Cards, there is an employee attitude both from the ability and skill of employees in working with great diligence and accuracy. this will certainly create good service."*

In line with that, the researcher also conducted an interview with the Head of the Public Service Section of Rantau Pulung District who stated that:

*"I see for the supporting factors of the employees there is knowledge and skills then for in the District Office itself the infrastructure is sufficient to be used for the process of providing services to the community".*

Based on the results of interviews from the two speakers regarding employee Supporting Factors in providing public services, making E-KTP and Family Cards is the attitude, ability, knowledge and skills possessed by employees who can work well and suggest infrastructure to support the process of providing services to the community.

As for being able to find out the supporting factors of employees in providing public services, the manufacture of E-KTP and Family Cards has gone well, therefore the author also interviewed the staff of the Rantau Pulung sub-district office employees and several people who have taken care of the E-KTP and Family Card of the Rantau Pulung sub-district. therefore, the researcher conducted an interview with the Rantau Pulung Subdistrict Office Employee Staff to be able to strengthen the data that had been obtained from previous speakers who stated that:

*"I think for the supporting factors, of course, the ability possessed by each employee and adequate infrastructure at the Rantau Pulung District Office is just in my opinion".*

In line with that, the researcher also conducted an interview with the People of Rantau Pulung District which stated that:

*"I see the supporting factors in terms of knowledge for his education have been good and his skills have been good".*

Based on the results of interviews from employee staff and the community, it can be explained that the supporting factors for the work owned by employees at the Rantau Pulung District Office can be seen in terms of the ability, knowledge and education of employees as well as infrastructure in the sub-district office that can support the smooth process of providing services to the community.

### 3.1.4. Factors Hindering Employee Performance in the Era of the COVID-19 Pandemic in Public Services making E-KTP and Family Cards at the Rantau Pulung District Office

In a government agency, of course, there are things that can hinder the running of an activity, activity or work that will be carried out, to be able to smoothen the process of providing these services then if there are no things that hinder the smooth running of the service, the service will be difficult to realize. The existence of factors that can hinder the implementation of services will affect a service delivery that is not optimal. In knowing the factors hindering the implementation of services in the Rantau Pulung District Government, therefore the author conducted an interview with the Rantau Pulung Sub-district Head which stated that:

*"In my opinion, for the inhibiting factor as I said earlier in the District Office, it is more about technology only if the technology is good, sophisticated, the results will be even better".*

In line with that, the researcher also conducted an interview with the Head of the Public Service Section of Rantau Pulung District who stated that:

*"One of the inhibiting factors from employees is the internet network because they often experience disturbances in sending recording data to Capil, which is very disruptive in the process of making E-KTP."*

In line with that, to be able to strengthen the data that has been obtained from previous speakers, therefore the researcher conducted an interview with the Rantau Pulung District Employee Staff who stated that:

*"In my opinion, the inhibiting factor is more visible in infrastructure such as recording devices, it is damaged, this is one of our obstacles, to work like that for others, I think it is safe to be more infrastructure only".*

In line with that, the researcher also conducted an interview with the People of Rantau Pulung District which stated that:

*"I think the inhibiting factor is the lack of manpower so in providing services to the community of employees who in the District Office I see a little bit of the sub-district office so it often looks empty and deserted".*

Based on the results of interviews from staff and the community, it can be explained that the Inhibiting Factor for employees at the Rantau Pulung District Office Based on the results of interviews from the resource person regarding the Factors Inhibiting employees in providing public services in making E-KTP and Family Cards is the lack of technology to be able to support the smooth delivery of services to the community in addition to the unstable internet network and lack of employee labor and lack of facilities infrastructure such as the E-KTP recording device is damaged so that it greatly hinders the process of recording E-KTP.

## 3.2. Discussion

Research that has been obtained in the field using data collection techniques through observation and interviews as has been carried out by the author, then the next is a discussion of the research to be able to find out more about the conditions that are happening related to Employee Performance in the Era of the COVID-19 Pandemic in Public Services Making E-KTP and Family Cards at the Rantau Pulung District Office which includes: Initiatives, job satisfaction, and supporting factors and obstacles to employee performance in the Era of the COVID-19 Pandemic in public services making E-KTP and Family Cards at the Rantau Pulung District Office.

### 3.2.1. Initiative

Initiative is an idea or idea that can be launched to be able to obtain something new, be it an action or an action that can solve a problem (Perdinan et al., 2019). Initiative, that is, the idea of being able to perform a new action or an action different from others, but still with the same goal that is to be able to get the job done and to achieve the goal (Budiana & Maryono, 2017). From the results of research conducted by researchers at the Rantau Pulung District Office, for employee initiatives in the era of the COVID-19 pandemic in the service of making E-KTP and Family Cards at the Rantau Pulung District Office, it can be seen from the emergence of the program as a new innovation called the Pick up the Ball program.

This program aims to help people who are taking care of making E-KTP because from the recording process to becoming an E-KTP, it is directly handled by the sub-district and village so that the community immediately accepts the results. however, the Pick up the Ball program also has its drawbacks, namely for the completion of the manufacture of E-KTP which is not in unison with a long enough completion time because the data inputted into Capil is not all entered because

there are several that experience problems so that not all E-KTP creations are completed simultaneously. The initiative for the Family Card no form of innovation is given to the community because it can directly take care of it online by sending the file to Capil and after that can print directly. (Krisnantari - Tamara, 2020)

### 3.2.2. Job satisfaction

Job satisfaction is a form of measure of the level of satisfaction with work that has been completed by an employee. Indicator of job satisfaction which is measured from the approach, namely the *Single Global Rating Method* (SGRM) which is to measure from a person's work attitude towards work (Basri & Rauf, 2021; Sunarta, 2019). From this explanation, employee job satisfaction is certainly very important to be considered by the service provider officers to be able to provide good service such as polite and friendly to the people they serve.

Based on the results of research conducted by researchers at the Rantau Pulung Subdistrict Office, employees at the Rantau Pulung Subdistrict Office for a good level of job satisfaction have implemented the motto of service at the Rantau Pulung District Office, namely friendly and smiling.

### 3.2.3. Supporting Factors for Employee Performance in the Era of the COVID-19 Pandemic in Public Services for Making E-KTP and Family Cards at the Rantau Pulung District Office

Factors supporting employee performance in the era of the COVID-19 pandemic in the service of making E-KTP and Family Cards, namely all forms of services that support various forms of public services at the Rantau Pulung District Office, it can be seen that supporting factors have a very important role in the process of achieving good employee performance.

Based on the results of the author's research, it can be explained that what is a factor supporting employee performance in providing services for making E-KTP and Family Cards is the attitude, ability, knowledge, education and skills possessed by employees who can work well and are equipped with adequate infrastructure to support the provision of services to the community. however, what is very important is to influence the supporting factors, namely the human resources in the Rantau Pulung District Office (Aini, 2019; Bella, 2020; Indrawan, 2021).

### 3.2.4. Factors Hindering Employee Performance in the Era of the COVID-19 Pandemic in Public Services making E-KTP and Family Cards at the Rantau Pulung District Office

Factors inhibiting employee performance in the era of the COVID-19 pandemic in providing services for making E-KTP and Family Cards can be seen from the desire of people who always want to get good service, but it is undeniable that in providing services, of course there are obstacles that can hinder the service process, so not all types of services must be completed according to service standards. The factors that hinder the service process of making E-KTP and Family Cards are unstable internet networks, lack of equipment and facilities such as recording devices that are damaged by these conditions will hinder the service process (Aini, 2019; Bella, 2020).

## 4. Conclusion

Based on the results of research in the field that human resources development in public implementation at the Kerta Buana Village Office, Tenggara Seberang District, Kutai Kartanegara Regency, shows that the motivation given to village officials/staff by the village head is to encourage the improvement of education from high school to a higher level, namely universities and training held by the District Government through the District Government followed by the Village Government with sending its staff to always attend training by providing opportunities to attend training in order to develop and improve knowledge in public services through training on archive governance, making rural regulations and developing technology in the field of e-administrative applications while supporting and inhibiting factors for human resource development at the Kerta Buana Village Office, Tenggara Seberang District, are the facilities owned by the Village Office such as service counters, facilities and infrastructure.

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