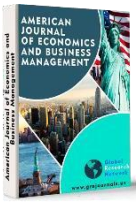

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Article

Quality of Employee Performance in the Creative Works Field at the Public Works, Spatial Planning, Public Housing, and Settlement Areas Department of Balangan Regency

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Abstract: The Office of Public Works, Spatial Planning, Public Housing and Settlement Areas of Balangan Regency is tasked with implementing the Public Apparatus in Balangan Regency which has problems with lack of accuracy in employees, objectives to be achieved are not appropriate, lack of quality human resources in management and competence is not in accordance with the number Employees are placed in certain positions. The purpose of this study was to determine the quality of employee performance in the field of Human Settlements at the Office of Public Works, Spatial Planning, Public Housing and Residential Areas in Balangan Regency and the factors that influence it. This research uses a qualitative approach with a qualitative descriptive type. Data collection techniques used are interviews, observation and documentation. The data source was taken by means of a Snowball sampling of 10 people. After the data is collected, it is then analyzed using techniques including data reduction, data presentation, and data verification or drawing conclusions. Testing the credibility of the data in this study extended observations, increased persistence, trigulation, analyzed negative cases, and held member checks. The results of the research on the Quality of Employee Performance in the Human Settlement Sector at the Office of Public Works, Spatial Planning, Public Housing and Residential Areas in Balangan Regency are quite optimal. This can be seen from the indicators, namely First, the indicator of employee skills is optimal for employees to carry out the task of carrying out the formulation and implementation of policies. Indicators of employee capabilities are optimal employees develop appropriate plans. Second, the performance indicators are optimal, employees have measurable goals. The indicator for the number of workers is optimal which is in accordance with their duties. Third, indicators of work completion are not optimal, and many employees are still negligent. Indicators on time are less than optimal; competence is not appropriate. Indicators of conformity with plans are less than optimal, lack of management. Fourth, the sub-indicators of optimal task implementation have measurable targets. Technology indicators are already optimal, both in education and skills. Fifth, the indicators fulfilled are not optimal, not according to plan. Indicators of achievement of quite optimal results of planning based on needs. Sixth, the support indicator is optimal in its ability to support program implementation. Indicators of work implementation have been optimal to make planning as effective as possible. The influencing factors are divided into two, namely the inhibiting factors, the lack of completion of work, inappropriate employee competencies, and the lack of human resources. Supporting factors carry out tasks according to their duties, there is a work plan preparation, there are measurable work targets, the number of workers according to their duties, measurable targets, supporting facilities, and infrastructure. To improve the Quality of Employee Performance in the Cipta Karya Sector at the Office of Public Works, Spatial Planning, Public Housing, and Residential Areas of Balangan Regency, the Head of Service should plan and detail according to the stages and add to the budget. The Head of Division and Employees should focus more on the goals achieved to achieve more effective development.

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Keywords: Employee Performance Quality, Human Settlements Sector, Qualitative Descriptive Research, Human Resource Competence, Public Works Organization Performance.

1. Introduction

More optimal resource utilization is expected to support national economic growth and regional development equity, job creation, and poverty reduction while maintaining environmental sustainability. To achieve this, infrastructure program planning is needed that can support social, economic, and environmental needs in an integrated manner through program planning, namely the Integrated Medium-Term Investment Program (RPIJM) for the Public Works/Cipta Karya sector, which serves as the embryo for broader infrastructure planning and is expected to support economic, social, and environmental needs [1], [2], [3], [4], [5].

A qualified employee is one who possesses the skills and abilities to perform every task assigned to them well, and is also capable of regularly maintaining and developing their skills and abilities through education and training. Human resource development is aimed at achieving high employee performance. Employee performance is an indicator of organizational success and is heavily influenced by the individual's ability and work motivation. This motivation is an important force that must be present within employees so they can have the desire to strive and work. Furthermore, motivation is very important because it causes people to want to work hard and enthusiastically to achieve the expected results. The Public Works, Spatial Planning, People's Housing, and Settlement Areas Agency of Balangan Regency is responsible for implementing the Public Infrastructure and Apparatus Development program in Balangan Regency, which faces the following issues:

1. Some employees at the Public Works, Spatial Planning, People's Housing, and Settlement Areas Agency of Balangan Regency still do not arrive on time according to the established schedule, which is from 08:00 to 16:30, despite appeals from the leadership. Even if they arrive on time or earlier, they do not immediately start working; most employees are busy with their personal matters. Based on the competencies possessed by the employees, they are already aligned with their respective fields, enabling them to perform their duties professionally. This is evident from the placement of employees based on their field or prior experience in the positions they hold, and their consistent punctuality because they have a deep understanding of the tasks assigned to them.
2. The goals to be achieved are not met because many employees are still negligent in carrying out their duties, so the goals to be achieved at the Public Works, Spatial Planning, Public Housing, and Settlement Areas Agency of Balangan Regency are not achieved on time. This is evident in the achievements made in the Creative Works Division. In this development program, such as insufficient funds for the construction being carried out, resulting in buildings not being completed and being built in stages, this is evident from several programs built by the Public Works, Spatial Planning, Public Housing, and Settlement Areas Agency of Balangan Regency. In the building construction activities, there are still several stages remaining, where the Balangan Regency District Court Office and the Balangan Regency BKPPD Agency Office are still in the third stage of completion. This is due to the need to prioritize certain construction projects, which has hindered the progress of building construction activities. Source: Balangan Regency Apparatus and Public Infrastructure and Facilities Development Program, 2021.
3. Another problem is the lack of quality in human resources for its management, particularly in the administrative management of the Creative Works Division, which results in employees not fully understanding their core duties and functions in the work they perform. (Source: Employee Education). There are still employees who are only

high school graduates, so the performance achieved does not reflect the overall achievement.

4. Competencies are not aligned because many employees are placed in positions that do not match their academic degrees. Although some positions align with their academic degrees, they do not possess sufficient skills in their respective fields.

Based on the background of the above problems, the researcher is interested in examining and researching "The Quality of Employee Performance in the Creative Works Sector at the Public Works, Spatial Planning, Public Housing, and Settlement Areas Office of Balangan Regency".

Research Focus

The research focus here is intended to clarify the scope of the problems to be discussed, so as not to lead to overly broad interpretations of the issues, and to ensure that the discussion of the problems is directed and does not deviate from the main issues the researcher is addressing. Therefore, the researcher focuses on Robbins' definition, as stated in Bandari (2016:21) [6]: 1. Quality 2. Quantity 3. Timeliness 4. Effectiveness 5. Independence 6. Work Commitment.

Problem Formulation

The problem formulation in this study is:

1. How is the quality of employee performance in the Creative Works Division at the Public Works, Spatial Planning, Public Housing, and Settlement Areas Office of Balangan Regency?
2. What factors influence the quality of employee performance in the Creative Works sector at the Public Works, Spatial Planning, Public Housing, and Human Settlements Agency of Balangan Regency?

Research Objectives

1. To determine the quality of employee performance in the Creative Works Division at the Public Works, Spatial Planning, Public Housing, and Human Settlements Agency of Balangan Regency.
2. To determine the factors influencing the quality of employee performance in the Creative Works Division at the Public Works, Spatial Planning, Public Housing, and Human Settlements Agency of Balangan Regency.

Research Benefits

1. Theoretical Benefits

This research is expected to increase knowledge about the quality of employee performance in the Creative Works Division at the Public Works, Spatial Planning, Public Housing, and Human Settlements Agency of Balangan Regency.

2. Practical Benefits

For the Government: To provide input for improving the management supervision and quality of employee performance in the Creative Works Division at the Public Works, Spatial Planning, Public Housing, and Human Settlements Agency of Balangan Regency.

Theoretical Review

1. Performance According to Lijan Poltak Sinambela (2016:503), performance is the process of managing organizational resources to achieve organizational goals [7]. Goals are about direction in general; they are broad, timeless, and not tied to specific achievements within a certain timeframe. A goal is an aspiration. While performance is the responsibility of each individual toward their work, it helps to define performance expectations and provide a framework for supervisors. The purpose of performance management is to align individual performance expectations with organizational goals. The concept of performance can essentially be viewed from two perspectives: employee (individual) performance and organizational performance. Employee performance is

the individual work result within an organization. Organizational performance, on the other hand, is the totality of work results achieved by an organization. Employee performance and organizational performance are very closely linked. Achieving organizational goals cannot be separated from the resources possessed by the organization, which are driven or managed by employees who actively participate as actors in efforts to achieve those organizational goals. To measure individual employee performance, there are six indicators put forward by Bono and Judge in Syaifuddin (2019:70) [8], namely:

a. Quality, which is the work results performed, is nearly perfect or meets the expected goals of the work.
b. Productivity, which is the amount produced or the number of activities that can be completed.
c. Timeliness, which is the ability to complete tasks within the set time and maximize available time for other activities.
d. Effectiveness, which is the maximum utilization of existing resources within the organization to increase profits and reduce,
e. Independence, which is the ability to perform work without assistance to avoid detrimental results.
f. Work commitment, which is the work commitment between employees and their organization, and employees' responsibility toward their organization.

2. Building Development Program Buildings in the Balangan Regency area are generally currently directed toward arrangement according to the planned regional functions, namely trade and services, residential, office, and education.
   Buildings that function as public facilities are part of the buildings that serve a service function, such as post offices, fire department offices, and others. Generally, these public facility buildings should be made supportive facilities for other building functions, so their location and presence are not far from other buildings, especially residential areas. The buildings mentioned above, based on their function, whether commercial and service buildings, offices, educational institutions, or traditional buildings, naturally have different economic values. The value of this difference can be based on the building's location, function, age, and historical significance. Buildings located in urban areas naturally have a higher economic value than those in rural areas. Similarly, commercial buildings usually have a higher economic value than office, educational, or residential buildings. Buildings with historical value and age have a higher economic value than ordinary and newer buildings. Regarding the income or revenue from these buildings, it is highly influenced by the function of the buildings and their historical value. Law Number 28 of 2002 concerning Building Construction and Government Regulation Number 36 of 2005 concerning the Implementing Regulations of Law Number 28 of 2002 concerning Building Construction, as well as more detailed implementation guidelines, mandate that the management of Building Construction is the authority of the Regional Government of the Regency/City, and only state buildings and state houses are the authority of the central government Therefore, the Department of Public Works, as the technical guidance agency for Building and Environmental Planning, has an obligation to enhance the capacity of Regencies/Cities to fulfilll the mandate of Law No. 28/2002 concerning Building Construction. For the 2016-2021 fiscal year, as a continuation of activities from previous years, it is necessary to continue, improve, and refine these activities to enable districts/cities to act more quickly.
3. Creative Works Sector As per the direction of the Director General of Creative Works, the Regional Spatial Plan serves as the guiding document for the government at all levels in developing residential infrastructure at the national, regional, district/city, area, and even the smallest level, the neighborhood/community. It's time for the development of residential infrastructure through integration with area and entity-

based approaches that refer to spatial planning. In the future, Cipta Karya will prioritize its programs/activities in nationally strategic districts/cities. These regencies/cities are included in the National Activity Center (PKN), National Strategic Activity Centers (PKSN) within the KSN, regencies/cities within metropolitan areas, and other strategic areas (KEK, MP3EI). These regencies/cities also have Regional Spatial Planning Regulations (Perda RTRW) and are part of the Green City, Heritage City, and Sustainable Village Programs. They also have quality planning and program guidelines in the field of Public Works and Spatial Planning, namely the Integrated Medium-Term Infrastructure Investment Program (RPI2JM) for Regencies/Cities. The Directorate General of Public Works and Spatial Planning also supports regencies/cities in meeting the Minimum Service Standards (SPM) for regencies/cities that already have quality planning and program guidelines, demonstrate a high level of commitment and responsiveness to programs, and have innovative regional proposals (creative programs) for high-achieving regencies/cities. RPI2JM Kab/Kota is a document outlining infrastructure development plans and programs in the field of Public Works and Spatial Planning for a 5-year period, implemented in an integrated manner by the Central Government, Provincial Government, and District/City Governments, as well as by the community/private sector. RPI2JM Kab/Kota is prepared with reference to spatial and sectoral plans in order to achieve sustainable Public Works and Spatial Planning infrastructure development. The concept of planning and implementation in the field of Cipta Karya serves as a guideline for achieving livable and sustainable residential development. The concept of planning and implementation for the Creative Works sector includes policy directions regarding spatial planning mandates, national development mandates, public works/creative works sector development mandates, and international mandates on global sustainable development. In this concept direction, the existing conditions of the Creative Works sector development, strategic issues of sustainable development, and the problems and potentials of the region must also be considered.

The current Cipta Karya program/activity is not fully aligned with the strategic direction of spatial planning and sectoral strategies. Therefore, consistent and continuous improvement efforts are needed by the central and local governments (Provincial and District/City) to produce high-quality District/City RPI2JM documents in accordance with established policies. B. Framework of Thot To implement the provisions of Article 19 paragraph (1) of Law No. 25 of 2004 concerning the National Development Planning System, it is deemed necessary to establish a Presidential Regulation on the National Medium-Term Development Plan for 2015-2020, stating that by the grace of God Almighty, the Proclamation of Independence has led the Indonesian nation toward the ideals of national life that is free, united, sovereign, just, and prosperous, that the government of the Indonesian state is formed to protect the entire Indonesian nation and all Indonesian blood, to promote general welfare, to educate the nation's life, and to participate in maintaining world order, that the main task of the nation going forward is to perfect and safeguard that independence and fill it with just and democratic development carried out in stages and continuously, and that national development planning is needed to ensure that development activities run effectively, efficiently, and are targeted [9]. Considering the importance of the issue of Employee Performance Quality in the Creative Works Sector at the Public Works, Spatial Planning, People's Housing, and Settlement Areas Office of Balangan Regency, based on the theory used to measure individual employee performance, there are six indicators put forward by Robbins in Bandari (2016:21) [6].

2. Materials and Methods

Research Location

In this study, the author chose the Public Works, Spatial Planning, People's Housing, and Settlement Areas Office of Balangan Regency, located at Jalan Ahmad Yani. KM. 4 No. 14, Batu Piring Village, Paringin Selatan District, Postal Code 71600, Email Dispuprperkim21@gmail.com.

Research Approach

The research approach used in this study is a qualitative approach where the researcher attempts to observe, collect, and analyze data, and clearly reveal the Quality of Employee Performance in the Creative Works Sector at the Public Works, Spatial Planning, Public Housing, and Settlement Areas Office of Balangan Regency.

Research Type

In this study, the author uses a descriptive qualitative research design. By using this research type, the author aims to provide a comprehensive and systematic overview of the Quality of Employee Performance in the Creative Works Sector at the Public Works, Spatial Planning, Public Housing, and Settlement Areas Office of Balangan Regency.

Data and Data Sources

The type of data collected in this study comes from two main sources:

1. Primary data, which is all the research data obtained from interviews and direct observation in the field.
2. Secondary data, which is data obtained from literature or library studies, as well as official data obtained regarding the research object.
3. Data sources are the data gathered in this study, sourced from informants. In this study, the informants consist of several parties: In this study, the key informants consist of several parties.

Operational Research Design

An operational definition is an aspect of research that provides us with information on how to measure variables. An operational definition is a kind of guide for us on how to measure a variable. An operational definition is scientific information that is very helpful for researchers who want to conduct research using the same variables. Because based on that information, they will know how to measure variables built on the same concept. Thus, they can determine whether to continue using the same measurement procedures or whether new measurements are needed. The operational design of the research is a definition based on observed characteristics. An operational definition includes important aspects of the research that require explanation, is specific, detailed, precise, and certain.

Data Collection Techniques

For collecting the data needed in this study, the author used the following data collection techniques:

1. Observation Technique

This is a technique used directly on the object to obtain data by observing the phenomena that occur and recording information related to the Quality of Employe Performance in the Creative Works Sector at the Public Works, Spatial Planning, People's Housing, and Settlement Areas Office of Balangan Regency.

2. Interview Technique

This is a data collection technique that the author used by conducting free interviews with respondents and informants to supplement the data gathered through other techniques.

3. Documentation study,

which involves collecting document or archive data related to the issue being discussed.

Data Analysis Techniques

Data analysis techniques are an important part of a research study. Through data analysis techniques, the data obtained is classified descriptively. The compiled data is then presented through a process carried out systematically, methodologically, and consistently, resulting in a clear picture of the Quality of Employee Performance in the Creative Works Sector at the Public Works, Spatial Planning, People's Housing, and Settlement Areas Office of Balangan Regency. From the research results collected they were fully analyzed qualitatively. Data analysis is conducted continuously throughout the data collection process in the field.

Data Credibility Test

To ensure data validity, a data validity test was conducted, as concluded by Sugiyono (in Patimah 2017:45) [10]. One of these credibility tests is the alignment between the researcher's concepts and the informant's concepts, which can be achieved through extended observation, increased observation, triangulation, discussion with peers, negative case analysis, and member checking.

3. Results and Discussion

The quality of employe performance in the Creative Works sector at the Public Works, Spatial Planning, People's Housing, and Settlement Areas Office of Balangan Regency is quite optimal. This can be seen from the following indicators: First, the quality sub-variable within the employe skills indicator is already optimal, as employes perform the task of formulating and implementing policies. The indicator of employe ability to carry out work programs is already optimal, as employes prepare plans and budget allocations. Second, the quantity sub-variable for the performance indicator is already optimal, as employes have measurable goals. The indicator for the number of workers is already optimal, with 12 people working in the Creative Works Division, each performing their respective duties. Third, the timeliness sub-variable on the job completion indicator is less than optimal, with many employes still neglecting their duties. The timeliness indicator is less than optimal, as competencies are not aligned due to the large number of employes placed in specific positions. The indicator of suitability with the plan is less than optimal, which is due to the lack of human resource quality in its management. Fourth, the sub-variable of task execution indicator effectiveness is quite optimal, as it has measurable targets. Technology indicators are already optimal, where employe capabilities can support the implementation of development programs. Fifth, the sub-variable of independence, where the indicator is not optimally met, is not in accordance with the planned stages. The achievement indicators are quite optimal, as the necessary/required funding plan is based on the established program needs. Sixth, the sub-variable of work commitment, the support indicator is already optimal, as the employes' abilities can support the program's implementation. The work execution indicators are already optimal, as the planning is being done as effectively as possible. Factors affecting the quality of employe performance in the Creative Works sector at the Public Works, Spatial Planning, Public Housing, and Settlement Areas Office of Balangan Regency are divided into two: inhibiting factors include lack of work completion, inappropriate employe competence, and lack of human resources. Supporting factors include performing tasks according to their duties, the existence of work plan development, measurable work goals, the number of workers appropriate for their tasks, measurable targets, and supportive facilities and infrastructure [11], [12], [13], [14], [15].

Suggestion

To the Head of the Public Works, Spatial Planning, People's Housing, and Settlement Areas Office of Balangan Regency, it is hoped that you will plan and detail according to the stages and increase the budget for the coming year, with a greater emphasis on the programs being implemented. This is so that if there are prioritized developments, they do not disrupt the ongoing development planning. This can be achieved by conducting an evaluation and revision of the budget to ensure that the required funds are sufficient and targeted. The implementation of development should aim to achieve its goals, thus supporting the success of the region.

The Head of the Creative Works Division and its employes should focus more on the goals to be achieved for more effective development in its implementation, consistently and realistically, with continuous supervision covering both physical and financial aspects, understanding the various characteristics of inter-variable relationships, and having good coordination.

4. Conclusion

This study concludes that the quality of employee performance in the Creative Works (Cipta Karya) sector at the Public Works, Spatial Planning, Public Housing, and Settlement Areas Office of Balangan Regency is generally quite optimal, particularly in terms of work quality, quantity, effectiveness, and work commitment, supported by adequate facilities and technology. Employees are able to formulate and implement policies, prepare work plans and budgets, and achieve measurable performance targets that contribute to development program implementation. However, performance has not yet reached optimal levels due to constraints in timeliness, independence, and the alignment of employee competencies with assigned positions, as well as limitations in human resource management. Employee performance is influenced by both inhibiting factors, including incomplete task execution, inappropriate competencies, and limited human resources, and supporting factors such as clear task distribution, measurable work objectives, appropriate staffing levels, structured planning, and supporting infrastructure. Therefore, continuous improvement in human resource development, competency alignment, supervision, and organizational planning is necessary to enhance employee performance and ensure the effective and sustainable implementation of development programs in the Creative Works sector.

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