

# The Performance of Employees of The Secretariat of The General and Public Relations Section In The Office of The Regional People's Representative Council (DPRD) Gorontalo City

Akhdan Ramadhan Badjeber<sup>1\*</sup>, Ellys Rachman<sup>2\*</sup>, Andi Yusuf Katili<sup>3</sup>

<sup>1,2,3</sup>Bina Taruna University Gorontalo

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\*Correspondence: Akhdan Ramadhan Badjeber  
Email: [adanbadjeber016@gmail.com](mailto:adanbadjeber016@gmail.com)

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**Abstract:** This study aims to determine the performance of employees of the secretariat of the general and public relations section at the Gorontalo City Regional People's Representative Council (DPRD) office. This type of research is descriptive research using a qualitative approach. Data collection techniques were conducted through interviews with a number of informants, observation and documentation. The research focus consists of discipline, ability and work environment. The results showed that: 1) Employee discipline in the general and public relations section is not optimal because there are still some employees who are not disciplined about working time, due to lack of awareness of the responsibilities given even though each employee is bound by a Work Agreement (PK) which requires employees to be orderly in carrying out their duties to prepare secretarial administration and sterilize meeting or session rooms. 2) The ability of employees in the general and public relations sections is in accordance with their respective duties and functions but has not been maximized when carrying it out. Because there are still some employees who do not understand the tasks distributed, one of which is secretarial administration. 3) The work environment in the general and public relations section is not conducive because there is noise during working hours in the form of booming voices and music everywhere, making work disturbed.

**Keywords:** Employee Performance, DPRD Secretariat

## Introduction

The Republic of Indonesia is a unitary state in the form of an archipelago stretching from Sabang to Merauke, with a relatively large area and region, it is impossible for the central government to take care of government affairs alone (Gunawan, 2019; Putra, 2021; Wibisono, 2018). As a form of representation of the community by conducting elections as a result, the people's involvement in policy formulation can be realized through their representatives in the House of Representatives of the Republic of Indonesia (DPR-RI).

The Regional People's Representative Council or abbreviated as DPRD is a representative body of the local people that carries out the functions of local government as an equal partner of the local government (Ibrahim & Wahyudi, 2024; Kristiningsih et al., 2024; Mawati et al., 2024). The secretariat of the Regional People's Representative Council (DPRD) is an element of administrative services and provides support for the duties and

functions of the DPRD, the DPRD secretariat is led by the DPRD secretary who is technically operational under and responsible to the DPRD leadership and administratively responsible to the governor through the regional secretariat (Herlina, 2023; Irawan, 2023; Muh et al., 2022; Rasyid et al., 2022). According to Law Number 13 of 2019 concerning the MPR, DPR, DPD and DPRD (MD3) regulates various matters related to the functions, duties and authorities of legislative institutions in Indonesia (Eliza et al., 2021; Idra, 2020; Imam et al., 2023; Maemunah et al., 2023; Putra, 2021; Tania et al., 2021).

In addition, according to Government Regulation No. 30 of 2019 concerning performance appraisal of civil servants regulates employee work issues ranging from planning to performance achievement. In this case it is very important that we know the performance of employees so that we can measure according to service to the community and be responsible for the position held. Performance is a term used to describe how well an activity is carried out in an organization. Likewise, employee performance is very influential on organizational development. According to Osborn in, (Rahayu, 2018) performance is the quality and quantity of the achievement of tasks, whether carried out by individuals, groups or agencies. Employee performance is also part of organizational performance, Organizational performance is the overall effectiveness of the organization to meet the specified needs of each group with regard to systemic efforts and improve the organization's ability to continuously achieve its needs effectively, (Ence et al., 2023). Performance can be interpreted as the behavior of working, performing or working. Performance is a dimensional form of organizational building, so the way to measure it varies depending on many factors, (Daulima & Katili, 2019).

In general, the problem that often occurs in the performance of bureaucratic apparatus is the attitude that is not committed and consistent with the mandate it carries through its duties and functions as a State Civil Apparatus. The DPRD Secretariat as a supporting organization and supporting the performance of the DPRD and its members in the position as a servant element of DPRD members, based on the duties and functions carried out requires very large attention to the importance of increasing the capacity of technical staff and service capabilities to realize optimal secretariat performance.

The results of researcher observations at the Gorontalo City DPRD secretariat office. There are still many employees who commit violations such as attendance that is not on time, even some employees are often late and then go home quickly and are not accurate in carrying out their duties. In addition, in terms of support for the work of members of the Gorontalo City DPRD, the council secretariat is still considered less than optimal, among those that can be explained regarding performance problems are such as discipline, where the apparatus in the provision of work time has not been seen optimally implemented by the apparatus.

There are several officials who do not master the work given to them which ultimately has implications for performance achievements and the problem of a work climate or work environment that is not conducive to this makes employees often lazy to be in their workspace such as for example apparatus who form groups when gathering, so that many employees chat and laugh loudly, there are also employees who play music during work time, of course this can disrupt the concentration of employees who work.

## **Methodology**

This research uses qualitative research methods, According to Creswel in, (Murdiyanto, 2020) defines a qualitative approach as a research and understanding process based on a methodology that investigates a social phenomenon and human problems, where researchers will describe complex, carefully examine word by word, detailed reports from respondents' views, and conduct studies in natural situations. In addition, this research also uses descriptive research, to describe the object or subject of a problem to be studied.

The data sources in this study consist of two, namely primary data sources and secondary data sources. Primary data sources use purposive sampling techniques. According to Sugiyono in, (AK Fairuziah, 2019) that purposive sampling is a sampling technique for data sources of certain considerations. In this study, secondary data sources are through books, journals or articles on employee performance or secondary data in the form of record evidence. Data collection techniques used to obtain data are observation, interviews and documentation. There are 3 data analysis techniques in this study, namely data reduction, data presentation and conclusion drawing / verification.

## **Results and Discussion**

### **Research Results**

This research is entitled Employee Performance of the Secretariat of the Regional People's Representative Council (DPRD) of Gorontalo City. This research is focused on discipline, ability and work environment. The data taken during the research is actual data, because it comes from the Gorontalo City Regional People's Representative Council Secretariat office with several respondents or informants related to the research problem.

### **Discipline**

Discipline is a person's awareness and willingness to obey all agency regulations and applicable social norms. Employees who have high work discipline will also not procrastinate and always try to finish their work on time even though there is no direct supervision from superiors so that their productivity can be maintained. Work discipline is a factor that can affect employee performance, because the success of the organization is determined by the discipline of its employees. In other words, discipline is very important for an organization or government agency for the smooth running of organizational activities. The results of the study concluded that the discipline applied to employees has been running for several periods, but it has not been optimal due to some employees who do not comply with applicable regulations. In addition, employees in the board secretariat have been bound by a work agreement so that all employees should follow what is the contents of the agreement.

### **Ability**

Ability is a learned trait brought from birth that enables a person to complete their tasks, ability shows the potential of people to carry out tasks or work. Ability is a determining factor in the success of the institution to maintain effective human resources. Performance problems cannot be separated by the work ability of employees in carrying out tasks. Institutions or agencies need human resources who have the ability to work in accordance with the needs in the organization to improve employee performance, through

increasing work ability, employee performance can increase. The results of the study concluded that the work ability in the general department is still not optimal where there are still employees who are not able to do the work given, besides that when there are additional employees it is given directions while waiting for technical guidance and special training activities.

### **Work Environment**

The work environment is one of the things that needs to be considered because it can affect employee performance at work both from technical and social aspects and the work environment can create a binding working relationship between people in the environment. The work environment is divided into two, namely the physical and non-physical work environment. The growth and development of an agency cannot be separated from the environment, in addition the work environment can have both positive and negative effects on the agency. Therefore, environmental problems should not be ignored in an institution or agency, a comfortable and conducive work environment is born from the awareness of employees and leaders so that these two parties need to create the work environment. The results of the study concluded that there were efforts to create a good working environment and the problem of harmony was well organized, but the noise problem was the main point because it happened every day and this became a lesson among employees so that a work environment that many people wanted could be created.

### **Discussion**

The Secretariat of the Regional People's Representative Council (DPRD) of Gorontalo City is an institution that is responsible to the leadership of the DPRD, but it is collaborative in cooperation so that DPRD members cannot be separated from secretariat employees because all administrative, financial and legislative needs are their responsibility. Every working period of the council secretariat always has strategic goals, priority programs and activities that must be achieved, for this reason every employee must be able to complete tasks and work and comply with the regulations. Work Agreement (PK) as discussed and agreed upon by all employees. In addition, after implementing the annual performance plan, it can be seen that various community satisfaction and DPRD members have almost reached the target which should be quite good performance, but according to the initial observations of researchers that it turns out that employee performance has several problems such as researchers making the focus of research covering discipline, ability and work environment.

First, the discipline referred to in this study is the discipline of employees in complying with working time that has been regulated by law, through the secretariat of the board of employees has committed to this regulation. Enforcement of this rule is something that cannot be bargained for by anyone, both leaders and employees, the aim is to realize employees with integrity, morals, professionalism and accountability in order to create performance according to the standards or provisions of the agency.

However, in reality there are still some employees who are not disciplined in working time, therefore the tasks and work of employees to support the functions of DPRD members are often delayed. This also has an impact on the planning that has been set because it has

been regulated based on the annual performance plan and performance achievement action plan. Productive performance is an important asset that must be owned by employees because it involves providing public services, (Astutik, 2016). Which means that performance plays a very important role in the service of institutions or agencies so that the performance applied can be achieved. The achievement of goals is also inseparable from the discipline of employees and leaders in work activities, (Salutondok & Soegoto, 2015). In other words, leaders must look at employee discipline during work time so that the ideals and goals of the agency can be achieved.

The two abilities referred to in this study are the ability to carry out duties and functions because each employee already has a commitment contained in the Work Agreement (PK) so that it is necessary to be consistent in fulfilling obligations as a professional employee. Through ability, employee performance over time will increase continuously. Ability correlated with performance can be measured and accepted as a good performance standard.

However, the truth is that there are employees who have not been able to carry out the assigned tasks in the form of secretarial administration and there are still many employees who cannot operate a photocopier even though the secretariat facilities are adequate, as a result employees often face difficulties in completing administrative needs. employee work ability is shown from performance (performance) as a result that has been carried out in order to achieve organizational goals that are carried out validly, legally and not against the law and in accordance with the morals and responsibilities assigned to him within a certain time, (Rachman et al., 2023).

Third, the work environment referred to in this study is the employee work environment where this situation affects employees when doing their work to carry out agency operations. environmental problems should not be ignored in an institution or agency, because the work environment is a very important component in employees carrying out work activities. In addition, the operating environment has a considerable influence on the success of the agency. A good work environment will affect the level of employee accountability and a quality work environment will be a driver for work enthusiasm and ultimately encourage employee work accountability.

But in reality what happens is that the employee's work environment is not conducive, the sound of music and the voices of employees when telling stories and often involved in debating tasks so that employees do not focus on carrying out work but the main focus of the problem is the sound of music blaring everywhere which makes employees uncomfortable when in the room. The work environment is divided into two, namely the physical and non-physical work environment, noise or commotion is a physical work environment which is a major factor in obstructing work, (Hien Ishak et al., 2022). So, indeed this noise is one aspect that needs attention because it is related to improving employee performance. The work environment must be designed in such a way as to create a working relationship that binds employees to their environment, (Madjidu et al., 2022). It is necessary to design a room or work environment because harmony and work relationships can be tied to one another.



## Conclusion

The researcher will put forward some conclusions and suggestions based on the findings of the research results and the description in the previous chapters regarding the problem under study, which can be concluded as follows: (1) The work discipline of employees in the General and Public Relations Section of the Secretariat of the Regional People's Representative Council (DPRD) of Gorontalo City has been good but not optimal due to lack of awareness of the responsibilities given and there are still some employees who often violate work agreements in the form of indiscipline on time. (2) The work ability of employees in the General and Public Relations Section of the Secretariat of the Regional People's Representative Council (DPRD) of Gorontalo City is in accordance with their respective education levels but there are still those who do not understand the purpose and objectives of the work given due to lack of guidance, technical guidance and training so that work is slow. (3) The work environment of employees in the General and Public Relations Section of the Secretariat of the Regional Representatives Council (DPRD) of Gorontalo City is good, but harmony among employees needs to be improved because there are still arguments when carrying out work. besides that, there is work room noise that can interfere with employee focus at work. (4) Overall, it can be concluded that the performance of employees of the General and Public Relations Section of the Secretariat of the Regional People's Representative Council (DPRD) of Gorontalo City has not been maximized. It can be seen that discipline, ability and work environment are still lacking due to the unawareness of the commitment and work agreement that was decided.

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