



**International Journal of Education, Social Studies,  
And Management (IJESSM)**

e-ISSN : 2775-4154

Volume 4, Issue 2, June 2024

The International Journal of Education, Social Studies, and Management (IJESSM) is published 3 times a year (**February, June, November**).

**Focus** : Education, Social, Economy, Management, And Culture.

**LINK** : <http://lppipublishing.com/index.php/ijessm>

**Analysis of Civil Servant Performance in Population  
Administration Services at the Mallusetasi  
Sub-District Office Barru Regency**

**Rosdiana**

*STIA Al Gazali Barru, Indonesia*

**ABSTRACT**

This study aims to determine the performance of civil servants (PNS) in population administration services at the Mallusetasi Sub-District Office, Barru Regency. The study utilizes the following indicators: a. Quality, b. Quantity, c. Timeliness, d. Effectiveness. Furthermore, to identify the factors influencing PNS performance in population administration services at the Mallusetasi Sub-District Office, Barru Regency, the following indicators are employed: a. Effectiveness and efficiency, b. Authority and responsibility, c. Discipline, and d. Initiative. Data sources were obtained through observation, documentation, and interviews. The research type employed is qualitative. The results of this study indicate that the performance of Civil Servants (PNS) in population administration services at the Mallusetasi Sub-District Office, Barru Regency, is satisfactory. Moreover, based on the research indicators: effectiveness and efficiency, authority and responsibility, discipline, and initiative, it is concluded that these indicators influence the performance of Civil Servants (PNS) in population administration services at the Mallusetasi Sub-District Office, Barru Regency.

**ARTICLE INFO**

*Article history:*

Received

12 March 2024

Revised

25 April 2024

Accepted

05 May 2024

**Keywords**

*Civil Servant Performance, District, Office, Barru*

**Doi**

[10.52121/ijessm.v4i2.257](https://doi.org/10.52121/ijessm.v4i2.257)

**Corresponding**

**Author** 

[rosdiana@algazali.ac.id](mailto:rosdiana@algazali.ac.id)

**INTRODUCTION**

Indonesia, with its large population and diverse characteristics, requires a well-organized population administration system from the central government to the local level. The administration of population has become increasingly crucial as it is closely related to various aspects of life in Indonesia, including legislative and presidential elections, local head elections, vehicle registration, land registration, and other activities.

Innovations such as the Kalimasada and Klampid New Generation (KNG) programs have an important role in improving the quality of Human Resources (HR) and public services in Gunung Anyar Tambak Village, Surabaya City. The

implementation of the Kalimasada program as part of population administration efforts shows a commitment to providing services that are more efficient and oriented to community needs. The importance of community empowerment in the population and development administration process is also highlighted (Aprilia, 2023). The village government's strategy in realizing the principle of effectiveness in E-KTP making services in Sukodono Village, Dampit District, Malang Regency also emphasizes the importance of professional population administration services and public awareness (Agus, 2023) (Mansyur, 2023)

According to Law No. 23 of 2006 on Population Administration, population administration refers to the activities of organizing and regulating the issuance of population documents and data through population registration, civil registration, population information management, and utilizing the results for public services and sectoral development. As the pace of change in the world is dynamic and rapid, the administration of population requires a more professional, technology-based, dynamic, orderly, and non-discriminatory service. Therefore, the government issued Law No. 24 of 2014 on Amendments to Law No. 23 of 2006 on Population Administration.

Civil servants, as public servants, bear significant responsibilities for the smooth development of the nation. To produce professional, honest, fair, and accountable civil servants, it is necessary to provide training for civil servants. Initially, the Civil Service Performance Evaluation System (DP3) was used, as stipulated in Government Regulation No. 10 of 1979. However, the DP3 system was found to have many shortcomings, leading the government to issue Government Regulation No. 46 of 2011 on the Assessment of the Performance of Civil Servants. The assessment of the performance of civil servants is a systematic process conducted by the assessing officer against the work targets and behavior of civil servants (Article 1, paragraph 2 of Government Regulation No. 46 of 2011).

Similarly, for the successful implementation of population administration at the sub-district level, it is crucial to have adequate performance from civil servants. The performance of civil servants is a significant expectation from the public to meet their needs for population administration services. Conversely, if the performance of civil servants is deemed unsatisfactory, it will disappoint the public. Therefore, the performance of civil servants must be taken seriously, including in the provision of population administration services.

One way to ensure the adequate performance of civil servants in population administration is through regular training and professional development opportunities. By investing in the skills and knowledge of civil servants, they will be better equipped to handle the various tasks and responsibilities that come with

providing population administration services. Additionally, performance evaluations and feedback mechanisms can help identify areas for improvement and provide motivation for civil servants to excel in their roles. Ultimately, the success of population administration at the sub-district level relies heavily on the dedication and competence of civil servants. Updated skills and knowledge through regular training can help civil servants to improve their performance and improve the quality of population services (Huda, 2020)

Regarding population registration and civil registration, there is a clear legal framework. The government issued Presidential Regulation No. 96 of 2018 on the Requirements and Procedures for Population Registration and Civil Registration. The issuance of this regulation and other regulations demonstrates the government's high commitment to ensuring the successful implementation of population administration.

As decentralization policies are implemented, local government officials can manage and provide public services that are more responsive to the needs of local communities. There is a fundamental concept in managing local government affairs, which is the autonomy to make decisions based on the aspirations of the local community.

However, in reality, the provision of public services by the government still faces challenges in terms of effectiveness and efficiency, as well as the quality of human resources. This is evident from the numerous complaints from the public, both directly and indirectly, through the media, demanding improvements in public services. The sub-district, as a local government unit, is responsible for providing services to the community, including population administration services. As a key organization in implementing government policies at the district level, it is expected to perform its duties effectively, efficiently, productively, and professionally. According to Law No. 32 of 2004 on Regional Government, the sub-district is a working area of the district head as a local government official. The sub-district is no longer an administrative area but a working area of the district head. The sub-district is a line office of the local government that directly faces the public and has the task of building villages and neighborhoods in a productive and successful manner.

The sub-district is an administrative organization that lives and serves the dynamic life of the community. It faces many problems as an administrative organization, with more managerial problems than political ones. The complexity of the problems faced by the sub-district in providing population administration services is closely related to the large number of people being served, the heterogeneity of the population (origin, education, age, economic capacity), and the numerous villages and neighborhoods under its jurisdiction. At the sub-

district level, the head of the sub-district is the top manager, and therefore, the head of the sub-district also performs management functions.

The sub-district head is the top manager at the sub-district level and also carries out management functions in a balanced manner. Without adequate support from the authorities, sub-district heads will spend more of their time and thoughts behind the desk completing administrative work. The key to an organization's success lies in the performance of its employees (Goiril, 2022) (Muhammad & Nur, 2018)

Mallusetasi Sub-District is one of the seven sub-districts in Barru Regency that provides population administration services. In performing its duties, the sub-district will have many interactions with the community, requiring the quality and quantity of the performance of sub-district officials in providing public services that meet the aspirations and needs of the community. Based on an initial survey, it was found that there are problems with population administration in the Mallusetasi Sub-District Office, including a lack of public understanding of the requirements for obtaining population administration services, such as ID cards, family cards, and others. Additionally, there are issues with the quality of human resources, with inadequate education and incomplete facilities for service delivery. Furthermore, there are also weaknesses that can affect the performance of civil servants at the Mallusetasi Sub-District Office, including a lack of discipline and some lack of experience in performing duties, resulting in delayed task completion, including those related to population administration. Additionally, there are civil servants who are not placed in positions, tasks, or authority that match their expertise.

Based on the background of the problems discussed above, the writer is interested in conducting further research on "An Analysis of the Performance of Civil Servants in Providing Population Administration Services at the Mallusetasi Sub-District Office in Barru Regency.

## **RESEARCH METHODE**

Aligned with the research objectives, the chosen research methodology is qualitative, which focuses on uncovering a problem, situation, or event as it is, aiming solely to reveal facts and provide an objective depiction of the actual condition of the researched subject. According to Juliansyah Noor (2017), qualitative research is conducted in natural settings and is exploratory in nature. In qualitative research, the researcher serves as the key instrument. Therefore, the researcher must possess a broad theoretical background and insight to inquire, analyze, and broaden the scope of the researched object. This type of research emphasizes meaning and is bound by values. Qualitative research is

employed when the problem is unclear, to uncover hidden meanings, understand social interactions, develop theories, ensure data accuracy, and investigate historical development. In line with the completion of this thesis, the author employs two research methods as follows: (i) Field research entails direct observation in the field, closely related to the subject matter, and open-ended interviews with relevant informants. (ii) Literature review is a study conducted to gather necessary data related to this research from existing literature sources.

## RESULT AND DISCUSSION

### Description of the Research Location

The history of Mallusetasi Sub-District's formation traces back to the implementation of regulations following the Presidential Decree on July 5, 1959. This decree led to the enactment of Law No. 29 of 1959, which delineated the establishment of Dati II South/Southeast Sulawesi. Consequently, Parepare Kotapraja was separated, encompassing Soreang and Bacukiki, while Nepo and Bojo Sub-Districts merged to form part of the Barru Level II Area. Further confirmation of these territorial changes occurred through the Governor's Decree of South/Southeast Sulawesi No. 110/1961, solidifying the transformation of Nepo Bojo Sub-District into Mallusetasi Sub-District. Mallusetasi Sub-District comprises four villages: Bojo, Mallawa (now Mallawa Sub-District), Nepo, and Cilellang. Additionally, historical records note a significant event in Salassae (Saoraja) Palanro on a Tuesday in February 1946, where a murder incident took place, serving as a part of the area's historical narrative.

Moreover, Mallusetasi Sub-District is guided by a vision aimed at achieving excellent religious-based services through a spirit of togetherness. This vision underscores the commitment to providing exceptional service while upholding religious values.

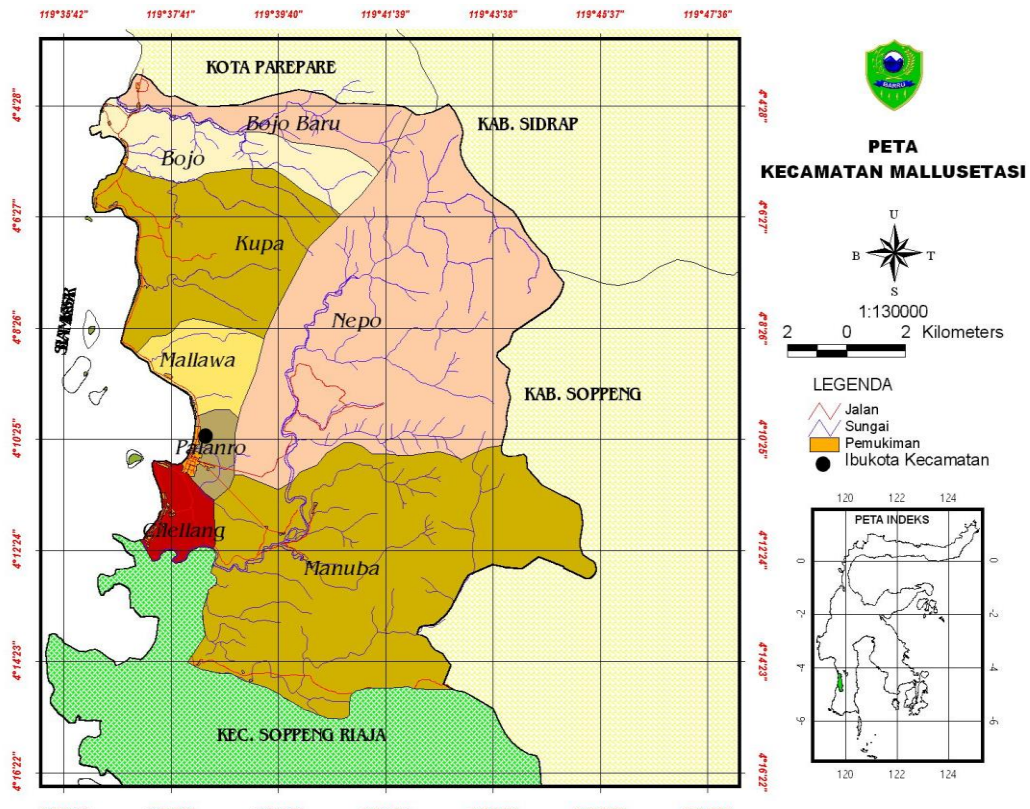
**Table 1.**

#### **Overview of Mallusetasi Sub-District" atau "Summary of Mallusetasi Sub-District Information**

<b>Aspect</b>	<b>Description</b>
Formation of Mallusetasi Sub-District	Following the Presidential Decree on July 5, 1959, laws and regulations were enacted, including Law No. 29 of 1959. This law led to the separation of Parepare Kotapraja and the merging of Nepo and Bojo Sub-Districts into Mallusetasi Sub-District.
Constituent Villages	Mallusetasi Sub-District comprises four villages: Bojo, Mallawa (now Mallawa Sub-District), Nepo, and Cilellang.

Historical Event	A significant event occurred in Salassae (Saoraja) Palanro in February 1946, marking a notable occurrence in the area's history.
Vision of Mallusetasi Sub-District	The vision emphasizes achieving excellent religious-based services with a spirit of togetherness.

Source: research data processing

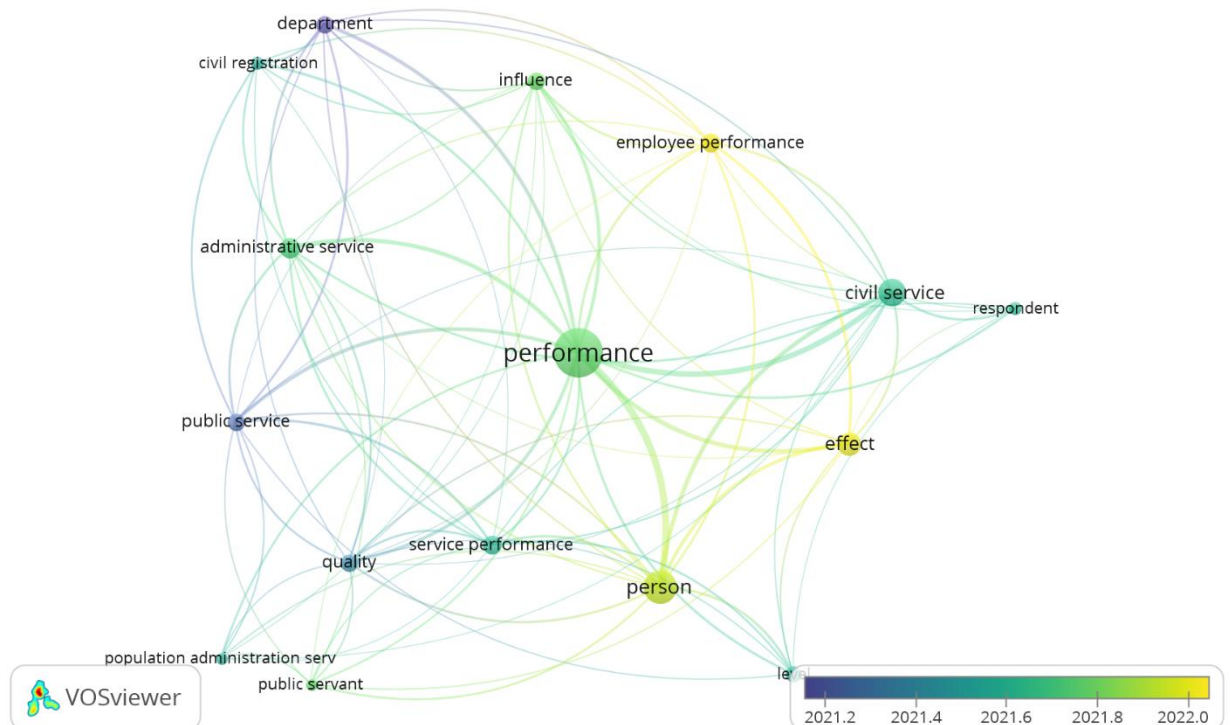


**Figure 2.**  
**Map of Mallusetasi District, Barru Regency**  
 Source: Mallusetasi Subdistrict Office

### Research and Publication Trends

In recent years, there has been a growing interest in examining the performance of civil servants in population administration services, particularly at the sub-district level. Researchers have increasingly focused on evaluating various factors influencing civil servant performance, such as training programs, leadership styles, organizational culture, and technology integration. Additionally, there is a trend towards employing mixed-methods approaches, combining qualitative and quantitative analyses to provide a comprehensive understanding of civil servant performance dynamics. Publications in this area

often highlight the importance of effective management practices, accountability mechanisms, and stakeholder engagement in enhancing service delivery and citizen satisfaction. Furthermore, there is a notable emphasis on comparative studies across different regions or administrative units to identify best practices and potential areas for improvement. As governments strive to modernize and streamline administrative processes, research on civil servant performance in population administration services serves as a valuable resource for policymakers, practitioners, and scholars seeking evidence-based strategies for organizational development and public sector reform. The related topics can be seen from the Vosviewer application visualization (figure 3) :



**Figure 3.**  
**Research and Publication Trends**

From the visualization results above, you can see the topics related to this research, namely: Performance evaluation methods for civil servants. Factors influencing civil servant performance in administrative services. Training and professional development programs for civil servants. Leadership and management styles in public sector organizations. Citizen satisfaction and feedback mechanisms in population administration services. Technology adoption and its impact on administrative efficiency. Organizational culture and its influence on civil servant behavior.

The novelty of this research lies in its focused investigation into Civil Servant (PNS) performance within the context of population administration services at the Mallusetasi Sub-District Office, Barru Regency. By employing multiple research indicators and examining factors influencing performance, including Quality, Quantity, Timeliness, Effectiveness, Autonomy, and Work Commitment, the study offers a comprehensive analysis of service dynamics. Additionally, firsthand insights from key stakeholders enrich the findings, providing authentic perspectives on the challenges and opportunities associated with Civil Servant performance in this specific administrative setting.

### **Research Results**

This research aims to examine the performance of Civil Servants (PNS) in population administration services at the Mallusetasi Sub-District Office, Barru Regency. To achieve this objective, several research indicators are utilized: Quality, Quantity, Timeliness, Effectiveness, Autonomy, and Work Commitment. Additionally, factors influencing the performance of Civil Servants (PNS) in population administration services at the Mallusetasi Sub-District Office, Barru Regency, are investigated through indicators such as: Effectiveness and Efficiency, Authority and Responsibility, Discipline, and Initiative.

After conducting observations and interviews at the research site, data and interview results were obtained from informants and structured according to the research indicators as follows:

- a. **Quality:** Quality of work is assessed based on employees' perceptions of the quality of work produced and the completeness of tasks in terms of skills and abilities. Most Civil Servants demonstrate quality work, especially those involved in population administration services, exhibiting skills, experience, and expertise in their respective fields. However, instances of subpar work are attributed to newly appointed employees who are not Civil Servants.
- b. **Quantity:** Quantity refers to the amount produced, expressed in terms of units or completed activity cycles. The Mallusetasi Sub-District Office is structured to have various work units responsible for specific tasks, including population administration. Each sub-section completes a
- c. **Timeliness:** Timeliness measures the level of activity completed within the specified timeframe, focusing on coordination with output results and maximizing available time for other activities. Regarding timeliness, Mr. Syafaruddin (Interview, 7/6/2022), explains the implementation of a clock-in system, ensuring punctuality among Civil Servants. Any deviation from the designated schedule results in sanctions, exemplified by a case of tardiness leading to a reduction in benefits.



- d. Effectiveness: Effectiveness assesses the utilization of organizational resources (human, financial, technological, raw materials) to maximize output per resource unit. According to Ms. Ratna, a staff member of the Mallusetasi Sub-District Office (Interview, 7/1/2022) resources are utilized efficiently, with some sub-sections implementing budget-saving measures without compromising work quality.
- e. Autonomy: Autonomy measures an employee's ability to perform tasks independently. Mr. Syafaruddin (Interview, 7/1/2022), attests to the independence of Civil Servants in fulfilling their duties, even in demanding circumstances. Additionally, there are no instances of soliciting fees for administrative services, reflecting the integrity and autonomy of Civil Servants.
- f. Work Commitment: Regarding work commitment, Ms. Ratna (Interview, 7/6/2022), emphasizes prioritizing public interests over personal ones, guided by the PANCA PRASETYA (PNS Agreement). Employees are committed to promptly rectifying any unintentional mistakes to uphold the reputation of the institution and its employees.

## Discussion

The assessment of the quality of work is crucial in determining the effectiveness and efficiency of administrative services provided by Civil Servants (PNS). The absence of specific sources of this evaluation makes it challenging to ascertain the validity and reliability of the judgment made solely on employees' perceptions. While it is encouraging to note that most Civil Servants are perceived to demonstrate quality work, particularly in population administration services, there is a potential bias in relying solely on subjective assessments.

Moreover, attributing instances of subpar work to newly appointed employees who are not Civil Servants raises questions about the adequacy of training and supervision processes within the Mallusetasi Sub-District Office. It suggests a need for enhanced onboarding procedures and ongoing support to ensure that all employees, regardless of their tenure, are equipped with the necessary skills and knowledge to perform their duties effectively.

Additionally, the absence of specific examples or quantitative data to illustrate the extent of quality work or instances of subpar performance limits the depth of the analysis. Including concrete examples or case studies would have provided a more comprehensive understanding of the quality of work among Civil Servants in the Mallusetasi Sub-District Office.

In conclusion, while the assessment of quality work among Civil Servants is a vital aspect of evaluating their performance, the lack of specific sources and

empirical evidence in this discussion highlights the need for a more rigorous and objective approach to performance evaluation within the Mallusetasi Sub-District Office. This could involve implementing standardized evaluation criteria, providing continuous training and development opportunities, and fostering a culture of accountability and transparency to ensure consistent and high-quality service delivery.

## CONCLUSION

This research highlights the performance of Civil Servants (PNS) in population administration services at the Mallusetasi Sub-District Office, Barru Regency. Utilizing various indicators such as Quality, Quantity, Timeliness, Effectiveness, Autonomy, and Work Commitment, the study offers a comprehensive understanding of PNS performance dynamics. The findings indicate that the majority of PNS at the Mallusetasi Sub-District Office demonstrate satisfactory performance, particularly in tasks related to population administration. However, challenges remain in ensuring quality and timeliness in task execution. The research identifies several factors influencing PNS performance, including effectiveness and efficiency, authority and responsibility, discipline, and initiative.

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