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**Performance Analysis Of Office Employees Of Technical Implementation Unit Of  
Transportation And Road Traffic Infrastructure In Region 1 Bantaeng Bantaeng  
Regency**

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**Abstrak**

*This This research aims to determine the performance of employees at the UPT Sarana Prasarana Transportation and LLAJ Region 1 Bantaeng Office, Bantaeng district. Type of qualitative research. This research uses data obtained from interviews and documentation studies, with data analysis techniques using source triangulation. The results of the research show that the performance of employees at the UPT Sarana Prasarana Perkomunikasi and LLAJ Region 1 Bantaeng offices is not very good. This is based on the results of interviews conducted with employees which stated that there are still many employees who do not meet performance assessment standards, are not disciplined in carrying out tasks on time and do not work according to the working hours set at the office. Apart from that, the work environment at the offices of UPT Sarana Perkomunikasi and LLAJ Region 1 Bantaeng is inadequate due to ineffective communication and inadequate office facilities.*

**Keywords: Performance, Employees, UPT Transportation Facilities**

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**INTRODUCTION**

The low quality of human resources is a fairly big problem. which can hinder the growth and improvement of the national economy. The low quality of human resources will also be a significant problem in the context of globalization, because this is the era of global quality agreements. If Indonesia wants to participate in the international arena, then the first step that must be taken and that must be considered is the organization of human resources, both intellectual, practical, spirituality, creativity, morality, and responsibility. The quality of human resources is also related to performance.

Performance is related to the results of a job that comes in or out, especially the final goal. If you pay more attention, what happens in a job or a series of transformation steps where input becomes output (work results). The use of indicators is very important to assess individual performance, which comes from its function and is transformed into actions based on written rules and regulations. Performance consists of components of expertise and productivity. Performance is measured in the form of results, especially from the level of individual ability. in achieving it, especially those related to organizational goals. Employee performance is the extent to which they can achieve and complete tasks with a high level of professionalism. as the word implementation is very appropriate to be applied with a strategy that will produce successful results and effective employee performance. Therefore, employees must have quality human resources (HR) so that they are able to complete their tasks well. To achieve good performance, a person must also have a deep interest in completing and understanding the tasks that have been given.

According to Law No. 20 of 2003 Article 1 Paragraph 1: Education is a conscious and planned effort to create 3 learning atmospheres and learning processes so that students actively develop their potential to have spiritual religious strength, self-control, personality, intelligence, noble morals, and the skills needed by themselves, society,.

Performance management has benefits not only for the organization. but also those responsible for subordinates, and individuals. The value of performance management for the organization. among others, ensuring the organization's goals are consistent with the goals of the team and each individual, improving their performance, inspiring others, increasing their commitment, maintaining core principles, improving training and development, improving basic skills, seeking continuous improvement and development, forward planning, and preventing potential skilled workers from moving, promoting total customer service quality efforts, and promoting cultural evolution.

Meanwhile, based on the results of observations and interviews with several employees, it shows that employee performance in the UPT Sarana Prasarana Perhubungan dan LLAJ area 1 Bantaeng Bantaeng Regency has not met the performance assessment standards stated in the SKP (employee performance targets) which are required to reach 70% and PPK (work behavior assessment) reaching 30% and this can be seen from the lack of employees who respond to the procedures set by UPT Sarana Prasarana Perhubungan dan LLAJ 1 Bantaeng Bantaeng Regency. It can be seen from the number of employees who are not there during working hours, complete tasks not on time, go home before the specified time, and the number of employees who work not according to their positions. So that there is a lack of accuracy among employees and a lack of enthusiasm to understand their duties and obligations.

Furthermore, the level of education also has a very large influence on a person's performance. This is due to the fact that educational background has a significant impact in shaping a person's attitude and mentality as a professional and diligent worker. Their motivation in working is not solely driven by material factors, but has been directed at achieving achievements and productivity. The following is the level of education of employees of the UPT Sarana Prasarana Perhubungan and LLAJ office in Bantaeng Region 1, Bantaeng Regency.

After observing the educational background of employees at the Office of Transportation Infrastructure and LLAJ UPT Region 1 Bantaeng, it can be concluded that their educational background is quite adequate. This is due to the complexity of the social, economic, and problem situations and conditions currently being faced by the community. Therefore, it is very important to make efforts to provide education and training to them so that they can work more efficiently in carrying out government duties.

## **RESEARCH METHODS**

Researchers use qualitative research types. Qualitative research is a type of research where the research is descriptive and an inductive approach is used for its analysis (Mania, 2013:37). The research site is at the Office of Transportation Infrastructure and LLAJ UPT Region 1 Bantaeng. The selection of the research site was based on the researcher's desire to investigate the extent of the performance of the Transportation Infrastructure and LLAJ UPT Region 1 Bantaeng in Bantaeng Regency. The research time was conducted in April - May 2024.

## RESULT AND DISCUSSION

### A. Research Result

From the research conducted with the Study on employee performance at the UPT Sarana Infrasarana Perhubungan and LLAJ Region 1 Bantaeng revealed that the expected performance standards have not been fully met. Based on observations and interviews, many employees have not met the standards set in the SKP (Employee Performance Targets) and PPK (Performance Behavior Assessment). This conclusion is reinforced by statements from several informants who highlighted the low achievement of targets and work behavior problems such as discipline and initiative that still need to be improved. This mismatch affects the effectiveness of the organization in achieving its goals.

The study also found that the level of discipline among employees is still low, with many employees often being late, exceeding the specified break time, and not following work procedures. This lack of discipline has a negative impact on productivity and the work atmosphere in the office. Employees and section heads acknowledged that there have been efforts to improve through training and new policies, but the results have not been adequate. Stricter enforcement of rules and supervision are needed to improve work discipline and support the achievement of organizational targets.

Educational factors also have a significant influence on employee performance. Employees with relevant educational backgrounds tend to adapt faster and have higher productivity. However, formal education is not the only determinant of good performance. Work experience, training, and work ethic also play an important role. Employees who are diligent in learning and trying hard, even with less relevant education, can still achieve good performance through training and on-the-job experience. Therefore, a comprehensive training and development program is essential to ensure that employees have the skills and knowledge needed to achieve optimal performance.

This study is in line with the study conducted by Widi Parwoto 2016. The results obtained in this study are that employee discipline is still low, there are still employees who do not arrive on time, do not attend morning roll calls, there are often employees who leave the office during working hours, there are still employees who have not been able to carry out their duties, and not all employees have a sense of serving the community well, and the motor vehicle testing management information system (SIM) network has not been connected.

Research conducted by Sitti Maryam in 2022 entitled "Analysis of employee performance at the Sungai Meranti Village Office, Pidang District, Bengkalis Regency" is not in line with the findings of the researcher's research results that the employees working at the Sungai Meranti Village Office, Pidang District, Bengkalis Regency are very good, because the employees follow all the regulations that have been set in the office. Both time discipline, and discipline in carrying out all obligations and responsibilities given and completing them according to the provisions and time given.

## CONCLUSION

Based on the results of the research conducted, it can be concluded that the performance of employees at the UPT Sarana Infrasaraa Perhubungan and LLAJ Region 1 Bantaeng office is not very good. This is based on the results of interviews conducted with employees who stated that there are still many employees who have not met the performance assessment

standards, are not disciplined in terms of completing tasks on time and do not work according to the working hours set in the office. In addition, the work environment at the UPT Sarana Perhubungan and LLAJ Region 1 Bantaeng office is inadequate due to ineffective communication and inadequate office facilities.

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