

ANALISIS KINERJA PEGAWAI DALAM PENGURUSAN AKTA KELAHIRAN PADA DINAS KEPENDUDUKAN DAN PENCATATAN SIPIIL KABUPATEN KAMPAR

ABSTRAK

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Kata Kunci : Kinerja Pegawai, Pelayanan, Akta Kelahiran.

Peneliti memfokuskan penelitian di Dinas kependudukan dan pencatatan sipil Kabupaten Kampar. Identifikasi masalah : penyelesaian pembuatan akta kelahiran memakan waktu cukup lama; kurangnya kerjasama antar bagian dan pegawai dalam menyelesaikan pekerjaan; masih rendahnya kesadaran pegawai untuk berbuat dan bersikap disiplin dalam pelaksanaan tugas; kurangnya etika pegawai dalam memberikan pelayanan kepada masyarakat. Metode penelitian : survey deskriptif, kuantitatif. Tujuan penelitian ini yaitu untuk mengetahui dan menganalisis kinerja pegawai dalam pengurusan akta kelahiran pada Dinas kependudukan dan pencatatan sipil Kabupaten Kampar. Menggunakan teori pengukuran kinerja menurut Cardoso Gomes, 2003:135 & 142, indikator kinerja yaitu kuantitas pekerjaan, kualitas pekerjaan, pengetahuan mengenai pekerjaan, gagasan, kerjasama, kesadaran, prakarsa, dan kualitas pribadi. Hasil penelitian menunjukkan bahwa kualitas pegawai belum menunjukkan kinerja yang baik, pengetahuan pegawai terhadap pekerjaannya sudah cukup baik, kreatifitas dan kerjasama yang belum baik sehingga menghambat pekerjaan, inisiatif yang masih kurang disebabkan karena kurangnya percaya diri untuk menyampaikan dan ada juga yang menyampaikan akan tetapi menunggu diberikan kesempatan untuk menyampaikan, sikap keramah tamahan pegawai menunjukkan sikap yang belum prima dalam melayani masyarakat hal ini ditunjukkan dari hasil pengakuan masyarakat yang mengeluhkan masih adanya sikap yang kurang prima yang diterima masyarakat. Kesimpulannya kinerja pegawai dalam pengurusan akta kelahiran Kurang Baik; Saran : perlunya penambahan SDM untuk menghindari tumpang tindih pekerjaan, perlunya pengawasan yang ketat dan tegas bagi pegawai yang melanggar aturan, perlu adanya peningkatan kualitas pegawai dan pemberian penghargaan kepada pegawai yang bekerja rajin dan professional sehingga dapat mengoptimalkan kinerja.

**ANALYSIS OF EMPLOYEE PERFORMANCE IN ARRANGING BIRTH
CERTIFICATES ON POPULATION AND CIVIL REGISTRATION
OFFICES IN KAMPAR DISTRICT**

ABSTRACT

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Keywords : Employee Performance, Service, Birth Certificate

The researcher focused the research on the population and civil registration service of Kampar District. Identification of the problem: the completion of the birth certificate took a long time; lack of cooperation between parts and employees in completing work; still low awareness of employees to act and be disciplined in carrying out tasks; lack of employee ethics in providing services to the community. Research method: descriptive survey, quantitative. The purpose of this study is to find out and analyze the performance of employees in the management of birth certificates at the Department of Population and Civil Registration of Kampar Regency. Using performance measurement theory according to Cardoso Gomes, 2003: 135 & 142, performance indicators are quantity of work, quality of work, knowledge of work, ideas, collaboration, awareness, initiative, and personal quality. The results showed that the quality of employees did not show good performance, knowledge of employees towards their work was good enough, creativity and cooperation that was not good enough to hamper work, initiatives that were still lacking were due to lack of confidence to convey and some were conveyed but waited to be given the opportunity to convey, the attitude of the hospitality of the employees showed an unfavorable attitude in serving the community this was shown from the results of the recognition of the people who complained about the lack of prime attitudes received by the community. In conclusion, the performance of employees in handling birth certificates was not good; Suggestion: the need for additional human resources to avoid overlapping work, the need for strict and strict supervision for employees who violate the rules, the need for an increase in the quality of employees and awarding employees who work diligently and professionally so as to optimize performance.