

Performance Analysis Department of Education Banyuasin Based on the Ministry of Administrative Reform and Bureaucratic Reform no. 38 of 2012

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Abstract

The purpose of the study is How the Department of Education Performance Banyuasin Based on the Ministry of Administrative Reform and Bureaucratic Reform No. 38 of 2012 Office of Education Performance research results Banyuasin is good , this is the result of calculations based on the Ministry of Administrative Reform and Bureaucratic Reform No. 38 of 2012. But there are some aspects that have not been met by the Department of Education Banyuasin such intimation service motto and services . In addition to the lack of discipline employees also become the central issue in performance appraisal Banyuasin Education Department . While other aspects of the Department of Education relatif Banyuasin 've just met for the judgment is still need for improvements to the performance of the Department of Education Banyuasin can be further enhanced.

Keywords : *Performance, No. Kepmenpan . 38 In 2012*

1 INTRODUCTION

In the Decree of the Minister of Administrative Reform and Bureaucratic Reform No. 38 of 2012 in order to develop the state apparatus is directed to improvement of the performance of public services , it is necessary to attempt to push the performance in the acceleration of bureaucratic reforms of public service units as a means of evaluating the progress of public service performance improvement . Here we can see that the performance assessment of public services become the thing to do by any government agency , so as to accelerate service delivery.

As one agency or public service work units Banyuasin Education Department should be able to provide good service to the community . But still there are complaints - complaints of the poor of the community as a teacher of the ministry of Education Office Banyuasin . Service time of uncertainty in making public services often complain . In addition to the state Department of Education filing system Banyuasin relatively less well in the arrangement so impressed not neat , it obviously reduces the convenience and effectiveness of services.

Problem Identification and Problem Formulation

1. Still no complaints - complaints of the poor of the community as a teacher of the ministry of Education Office Banyuasin .
2. Service time of uncertainty in making public services often complain.
3. Conditions archiving system at the Department of Education Banyuasin relatively less well in the arrangement so impressed not neat, it obviously reduces the convenience and effectiveness of service.

The problem to be solved in this study are as follows : How does the Department of Education Performance Banyuasin Based on the Ministry of Administrative Reform and Bureaucratic Reform No. 38 of 2012?

The purpose of this study was to determine the Office of Education Performance Banyuasin Based on the Ministry of Administrative Reform and Bureaucratic Reform No. 38 of 2012

The expected benefits of this research are :

1. As input and information for the Department of Education Banyuasin in developing services and their performance .
2. Used as input for the general public , academic or explore science in management .
3. Useful as advanced materials research by the same research object

There are some opinions that defines the performance of the organization , to the authors pointed out as follows . Jackson and Morgan (Keban , 2004: 24) suggests that the performance generally indicates the level of pre-determined objectives , to be achieved . Rue and byar (Keban 2004) mentions that the performance (peribrnance) is defined as the level of achievement of results or ” the degree of accomplishment ” or the performance of an organization’s level of achievement of objectives on an ongoing basis.

Donald and Lawton (Keban 2004) says that the organization ’s performance appraisal can be used as a measure of the success of an organization dalam certain period of time and the assessor can also be used as input for the repair and improvement of organizational performance.

Meanwhile , Bernadin (2006) says that sistern performance assessment should be developed and implemented with a 1) a formal procedure that is standard ; 2) based on job analysis , and 3) the results didolatmentasikan well ; with 4) assessors who ineiniliki capacity and competencies that can be justified.

2 RESEARCH METHODOLOGY

2.1 Research Design

This study is a qualitative study , the research approach that emphasizes the analysis of processes and inductive inference dededuktif as well as an analysis of the dynamics of the relationship between the observed phenomena using scientific logic.

2.2 Data Collection Method

Collection methods research data used in data collection for this thesis is as follows :

1. Literature study.

The research was done by finding and collecting data , resources and materials obtained from books, literature, articles.

2. Interview.

Conduct a question and answer with the informant to obtain the information and data required. As for the informants of this study is leadership, operational officers and staff.

3. Observation.

Direct observation on the environment

2.3 Informant

The key informants in this study are :

1. Secretary of the Department of Education Banyuasin
2. Head of the Department of Education TU Banyuasin
3. Education Department staff Banyuasin
4. community

2.4 Method of Analysis

The method used is descriptive qualitative method . To analyze the assessment will be done by Kepmenpan No. 38 of 2012 which includes :

1. Vision, mission, and service motto.
2. Service Standards and Services Notice.
3. Systems, Mechanisms, and Procedures.
4. Human Resources.
5. Infrastructure Services.
6. Complaint handling.
7. Community Satisfaction Index.
8. Public Service Information System.
9. Productivity in achieving service targets.

3 RESULTS AND DISCUSSION

Based on the results of the calculations in the table above shows that the performance value is 107.15 while the maximum value is 141.6 .

The range of assessment aalah as follows :

0 to 28.32 = Not good

28.33-56.64 = Less good

56.65-84.96 = Good enough

84.97 to 113.28 = Good

113.29 to 141.6 = Very good

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4 CONCLUSION

Office of Education Performance Banyuasin is good , this is the result of calculations based on the Ministry of Administrative Reform and Bureaucratic Reform No. 38 of 2012. But there are some aspects that have not been met by the Department of Education Banyuasin such intimation service motto and services . In addition to the lack of discipline employees also become the central issue in performance appraisal Banyuasin Education Department . While other aspects of the Department of Education relatih Banyuasin 've just met for the judgment is still need for improvements to the performance of the Department of Education Banyuasin can be further enhanced

4.1 Suggestion

Based on the research results and the discussion above , it can be suggested as follows :

1. We recommend that the Department of Education Banyuasin make service motto that can spur employees to be more enthusiastic about work , so as to provide services to the community for the better again.
2. We recommend that the Department of Education Banyuasin make intimation of service that has been determined in accordance with Law No. 25 of 2009 on Public Service . Intimation of this service need to be published to the public so that people know that the Law No. 25 Year 2009 on Public Service is committed to serving the public good
3. Disciplinary factors should also be considered so that the Law No. 25 Year 2009 on Public Service can provide better services to the public

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