

## Employee Performance of the Education and Culture Office of Lima Puluh Kota Regency

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### ABSTRACT

This research is motivated by the fact that some employees are seen to be procrastinating, and there is ineffective communication, resulting in a lack of cooperation between leaders and employees, as well as between employees and employees at the Lima Puluh Kota Regency Education and Culture Office. The purpose of this research is to obtain information about employee motivation, openness between leaders and other employees, employee responsibility in completing work, and cooperation between leaders and employees and between employees. This type of research is descriptive quantitative research. The population of the study was all 122 employees at the Lima Puluh Kota Regency Education and Culture Office. The sample was taken using the Slovin formula with sampling error 5% using proportionate random sampling technique obtained a sample of 97 people. The research instrument used was a questionnaire in the form of a questionnaire, using a Likert Scale with five (5) alternative answers. Then a validity test was carried out using the Product Moment correlation with the help of SPSS. The instrument is said to be valid if the calculated  $r$  value is  $> r$  table (0.444). From the test results, all statement items are declared valid, because all calculated  $r$  values are greater than  $r$  table. Meanwhile, the reliability test obtained the results of the Cronbach's Alpha value  $0.967 > 0.60$ .

The results of the data analysis show that overall employee performance is in the good category with an average score of 3.94 and a Respondent Achievement Level (TCR) of 78.877. Motivation (TCR 77.59%) is in the good category and Communication (TCR 85.75%) is in the very good category while cooperation (TCR 63.45%) is in the good category and Responsibility (88.72%) is in the very good category. Data were collected using a questionnaire.

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## 1. INTRODUCTION

Human Resources (HR) are a key asset in every organization, whether government, private, or non-profit. HR not only plays a role in implementing activities but also acts as the primary driver determining the organization's success. Generally speaking, HR encompasses all individuals working within an organization, from staff to management, who contribute through knowledge, skills, attitudes, and experience.

Therefore, the success of an organization depends heavily on its ability to manage human resources effectively and productively.

An organization's success in achieving its goals is inseparable from employee performance. Employee performance is a crucial indicator that reflects the extent to which employees are able to effectively carry out their duties and responsibilities. According to Mathis and Jackson (2006), employee performance is influenced by three main factors: individual ability, effort, and the organizational environment. Individual ability encompasses the talent, knowledge, and skills possessed by employees in carrying out their duties. This aligns with Robbins' (2003) opinion, which states that performance is the result of the interaction between ability and motivation. Meanwhile, Bernardin and Russell (2007) explain that performance is a record of success resulting from a job function over a specific period, which can be measured through aspects of quality, quantity, timeliness, effectiveness, independence, and work commitment.

Employee performance reflects not only the final result, but also the work process that occurs systematically and effectively to achieve organizational goals. According to Fahmi (2017), performance is the result of a process measured over a specific period based on predetermined provisions and agreements. Therefore, improving employee performance is a continuous effort that requires a deep understanding of factors such as work motivation, communication, cooperation, and responsibility.

In addition to internal employee factors, the role of leadership is also crucial in creating a conducive work environment. Leaders who demonstrate attention, support, and emotional care for their employees will foster open communication, high work morale, and a sense of responsibility for their work. The employee performance measurement process is also crucial in organizations, as it can be used to evaluate achievements, provide constructive feedback, and identify employee strengths and weaknesses as a basis for human resource development.

Based on the description, this study focuses on describing the performance of employees of the Lima Puluh Kota Regency Education and Culture Office in terms of motivation, communication, cooperation, and responsibility, which are the main factors in supporting the effectiveness of performance and achieving organizational goals.

## **2. METHOD, DATA, ANALYSIS**

This study uses a descriptive method with a quantitative approach that aims to objectively describe the performance of employees at the Lima Puluh Kota Regency Education and Culture Office, including aspects of motivation, communication, cooperation, and responsibility. This approach was chosen because it is able to provide a factual picture of real conditions in the field based on numerical data obtained from respondents. The population in this study amounted to 122 employees, with 97 people being used as the research sample. The determination of the number of samples was carried out using the Slovin formula with a 5% error rate. Meanwhile, the sampling technique used proportionate random sampling, which provides a proportional opportunity for each part of the organization to be represented in the research.

Data collection was carried out through a questionnaire using a five-point Likert scale, starting from strongly *disagree* (1) until *strongly agree* (5). The instrument was compiled based on the indicators of each research variable. Before use, the instrument was tested through validity and reliability tests using the SPSS program. The test results showed that all statement items were valid, because the values *count greater than r table* (0.444). In addition, the results of the reliability test obtained a Cronbach's Alpha value of 0.967, which means that all instruments have a very high level of reliability and can be used consistently to measure the variables studied. The data analysis technique used was descriptive analysis, by calculating the average score and Respondent Achievement Level (TCR) to determine the outcome category of each research indicator. The TCR category was determined with the following criteria: 81–100% (very good), 61–80% (good), 41–60% (sufficient), 21–40% (less), and 0–20% (very less).

Based on the results of data processing, overall employee performance is in the good category, with an average score of 3.94 and a TCR of 78.87%. These results indicate that most employees have been able to carry out their duties well according to the responsibilities given. When viewed from each aspect, employee work motivation obtained a TCR of 77.59% (good category), communication 85.75% (very good), cooperation 63.45% (good), and responsibility 88.72% (very good). These findings indicate that communication and responsibility are the two most prominent aspects in supporting employee performance in the Lima Puluh Kota Regency Education and Culture Office. Employees demonstrate the ability to communicate openly and effectively, and have a high awareness of the responsibilities of the work they carry. However, aspects of motivation and cooperation between employees still need to be improved, either through increasing work rewards, performance coaching, or activities that can foster a spirit of collaboration between employees so that organizational performance can continue to develop optimally.

### 3. RESULT AND DISCUSSION

#### Result

The data analysis stage carried out in this study used a questionnaire instrument with a Likert scale. The results of the validity test showed that all items of the instrument used were declared valid because the calculated *r* value was greater than the table *r*. Furthermore, the reliability test of the instrument showed that all items had a Cronbach's Alpha value greater than 0.967 so that the instrument was declared reliable. In general, the results of the study showed that employee performance was in the good category with an average score of 3.945 and a Respondent Achievement Level (TCR) of 78.877%. When viewed from each dimension of employee performance, the following results were obtained: motivation 77.59 (good), communication 85.75 (very good), cooperation 63.45 (good), and responsibility 88.72 (very good):

**Table 1. Summary of Employee Performance of the Lima Puluh Kota Regency Education and Culture Office**

No	Performance of Employees of the Department of Education and Culture of Lima Puluh Kota Regency	Average score	TCR%	Category
1	Motivation	3,88	77,59	Good
2	Communication	4,29	85,75	Very good
3	Collaboration	3,17	63,45	Good
4	Responsibility	4,44	88,72	Very good
	Average score	3,945	78,877	Good

#### Discussion

The research results show that the performance of employees at the Lima Puluh Kota Regency Education and Culture Office is generally in the good category, with an average score of 3.94 and a Respondent Achievement Level (TCR) of 78.88%. These results indicate that overall, employees have been able to carry out their duties and responsibilities quite effectively, although there are still several aspects that need to be improved so that performance can reach the very good category.

The work motivation aspect obtained a TCR of 77.59% and is included in the category *Good*. This indicates that most employees have a high work ethic in carrying out their duties, but intrinsic and extrinsic motivation still need to be strengthened. Some employees still lack initiative in completing work and tend to wait for orders from superiors. This finding is in line with the opinion of Mangkunegara (2011) who stated that motivation is one of the main factors influencing performance, because strong motivation will encourage employees to work more diligently, disciplined, and responsible for the results of their work.

Furthermore, the communication aspect showed excellent results with a TCR of 85.75%. This indicates that communication between leaders and employees, as well as between employees, is quite effective. Employees can understand instructions well and confidently express opinions and input related to work. Open communication creates a harmonious work atmosphere and improves coordination between departments. These results support Robbins' (2016) theory, which emphasizes that effective communication is a crucial factor in creating optimal organizational performance, because through good communication, each employee can clearly understand their goals and responsibilities.

The aspect of cooperation obtained a TCR of 63.45% and was included in the category *Good*, but it was the aspect with the lowest score compared to other aspects. This indicates that cooperation between employees is not yet fully optimal. Some employees still participate less actively in teams and rely more on coworkers to complete tasks. This condition results in inefficient work processes and delays in completing certain tasks. In line with the opinion of Amelia & Simangunsong (2023), effective cooperation is essential to building synergy between employees so that organizational goals can be achieved more quickly and efficiently.

Meanwhile, the responsibility aspect obtained a TCR of 88.72% and is included in the category *Very good*. These results indicate that employees have a high level of awareness and commitment to their assigned tasks. They strive to complete their work within the established deadlines and performance standards. This demonstrates that a disciplined work culture and a sense of organizational ownership have developed within the office. These findings align with Wibowo's (2017) perspective, which explains that

responsibility reflects employee professionalism and directly impacts the quality of individual and organizational performance.

Overall, the results of this study indicate that employee performance has shown positive developments. However, performance improvements can still be achieved through several strategic steps, such as strengthening work motivation through rewards and training, creating a more collaborative work environment, and improving cross-sector coordination for more effective teamwork. Thus, it is hoped that employee performance at the Lima Puluh Kota Regency Education and Culture Office will continue to improve and support the optimal achievement of organizational goals.

#### 4. CONCLUSION

Based on the results of research conducted at the Lima Puluh Kota Regency Education and Culture Office, it can be concluded that overall employee performance is in the good category with an average score of 3.94 and a Respondent Achievement Level (TCR) of 78.87%. These results indicate that most employees have been able to carry out their duties and responsibilities well. Reviewed from each aspect, employee work motivation is in the good category (77.59%), very good communication (85.75%), good cooperation (63.45%), and very good responsibility (88.72%). These findings illustrate that effective communication between leaders and employees and a high sense of responsibility are the dominant factors supporting employee performance. However, aspects of motivation and cooperation still need to be improved through coaching, rewards, and increased teamwork spirit so that employee performance can be more optimal and contribute positively to the achievement of organizational goals.

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