

ABSTRAKS

Nadiya Ulfa: “Analisis Kinerja Pegawai di Bidang Pelayanan PT. Pos Indonesia (Persero) Kantor Pos Subang”

Kinerja pegawai merupakan salah satu faktor penentu dalam menentukan keberhasilan suatu pekerjaan, kinerja pegawai ini menjadi tolak ukur dan digunakan oleh setiap instansi pemerintah termasuk PT. Pos Indonesia (Persero) Kantor Pos Subang, sedangkan kondisi kinerja di bidang pelayanan PT. Pos Indonesia (Persero) Kantor Pos Subang yaitu terdapat penurunan produktivitas dan hasil pendapatan hal ini disebabkan oleh pegawai yang terlambat memasuki kerja dan kurang profesional dalam mengambil keputusan.

Tujuan dari penelitian ini adalah untuk menganalisis dan juga dapat menjelaskan tentang kinerja pegawai di Bidang Pelayanan PT. Pos Indonesia (PERSERO) Kantor Pos Subang. Selain itu juga penulis dapat mengetahui apa saja faktor-faktor penghambat kinerja pegawai di Bidang Pelayanan PT. Pos Indonesia (PERSERO) Kantor Pos Subang tersebut.

Penelitian ini menggunakan teori Nawawi (2006:66) indikator dalam melaksanakan pekerjaan di lingkungan sebuah organisasi perusahaan (instansi) mencakup lima unsur yaitu (1) kuantitas hasil kerja yang dicapai, (2) kualitas hasil kerja yang dicapai, (3) jangka waktu mencapai hasil kerja tersebut, (4) kehadiran dan kegiatan selama hadir di tempat kerja dan (5) kemampuan bekerjasama.

Metode penelitian yang digunakan dalam penelitian ini adalah metode penelitian kualitatif pendekatan deskriptif. Teknik pengumpulan data yang digunakan berupa teknik observasi, wawancara dan studi pustaka. Dalam wawancara kepada kepala kantor pos, manajer bidang pelayanan dan pegawai di bidang pelayanan penulis menggunakan teknik *purposive sampling*, sedangkan dalam wawancara kepada masyarakat penulismenggunakan teknik *accidental sampling*.

Hasil penelitian menunjukkan bahwa kinerja pegawai di bidang pelayanan dalam kuantitas hasil kerja pegawai dalam melakukan pekerjaan belum sesuai dengan target yang telah ditentukan, kualitas hasil kerja belum bisa dikatakan baik karena adanya pegawai belum mampu menjaga sikap dengan baik, sehingga masalah pekerjaan dengan masalah pribadi menjadi campur aduk, jangka waktu yang dapat dicapai dalam melakukan pekerjaan sudah cukup cepat dan cukup baik, kehadiran masih belum baik karena masih ada keterlambatan pegawai dalam melakukan pekerjaan dan kegiatan yang telah dilakukan sudah baik, dan Kemampuan bekerjasama yang terjalin sudah baik, baik itu dengan pimpinan ataupun sesama pegawai. Dan kesimpulan dari penelitian ini yaitu kinerja pegawai belum cukup optimal sehingga dapat mempengaruhi produktivitas dan hasil pendapatan.

Kata Kunci: Kinerja Pegawai, Pelayanan, Produktivitas

ABSTRACT

Nadiya Ulfa: “Analysis of Employee Performance in Services of PT. Pos Indonesia (Persero) Subang Post Office”

Employee performance is one of the determining factors in determining the success of a job, this employee's performance becomes a benchmark and is used by every government agency including Pos Indonesia (Persero) Subang Post Office, while the performance conditions in the service sector of Pos Indonesia (Persero) Subang Post Office namely there is a decrease in productivity and income result caused by employees who are late to enter work and are less professional in the process of being able in making decisions.

The purpose of this study is to analyze and also be able to explain about the performance of employees in the Services Division of PT. Pos Indonesia (PERSERO) Subang Post Office. In addition, the authors can find out what are the factors that inhibit the performance of employees in the Field of Service PT. Pos Indonesia (PERSERO) Subang Post Office. The purpose of this research is to analyze and also be able to explain about the performance of employees in the Service Sector of PT. Pos Indonesia (PERSERO) Subang Post Office. In addition, the authors can find out what are the factors that inhibit the performance of employees in the Field of Service PT. Pos Indonesia (PERSERO) Subang Post Office.

This study uses the theory of Nawawi (2006: 66) indicators in carrying out work in the environment of a company organization (agency) includes five elements, namely (1) the quantity of work achieved, (2) the quality of work achieved, (3) the period of achieving the results of the work, (4) attendance and activities while present at work and (5) the ability to cooperate.

The research method used in this study is a descriptive approach qualitative research method. Data collection techniques used in the form of observation techniques, interviews and literature. In interviews with post office heads, service managers and employees in the field of service writers used purposive sampling technique, while in interviews with the public the authors used accidental sampling techniques.

The results showed that the performance of employees in the field of service in the quantity of work results of employees in carrying out work is not in accordance with predetermined targets, the quality of work cannot be said to be good because employees have not been able to maintain a good attitude, so work problems with personal problems stir, the time period that can be achieved in doing work is fast enough and good enough, attendance is still not good because there are still delays in the employee doing the work and the activities that have been done are good, and the ability to work together is good, whether with the leadership or fellow employees. And the conclusions of this study are that employee performance is not optimal enough to affect productivity and income.

Keywords: *Employee Performance, Service, Productivity.*