

THE EFFECT OF IMPLEMENTING E-ASSESSMENT
ON PERFORMANCE AND WORK MOTIVATION
EMPLOYEE DURING THE CO-19 PANDEMIC
(CASE STUDY) PRINGSEWU REGENCY
GOVERNMENT OFFICE

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Abstract

The Pringsewu Regency Government is currently actively motivating its employees to always improve their performance by implementing an E-performance application system as a measuring tool for employee competence. Based on Law no. 5 of 2014 concerning the State Civil Apparatus, concerning the performance of civil servants which aims to ensure the objectivity of fostering civil servants based on the achievement system and career system. During the Co-19 pandemic, employees are expected to continue to carry out their duties optimally. Therefore, the author examines the effect of implementing E-Assessment on employee work motivation during the COVID-19 pandemic at the Pringsewu Regency Government office. This study uses a qualitative descriptive research method with an inductive approach. The method of data collection is through interviews, observation, and documentation. The author analyzes the data, starting with data collection, data reduction, data presentation, and generating conclusions or validation, following the steps used to analyze the problem and obtain results. The result of implementing E-Assessment on employee work motivation at the Pringsewu Regency Government Office is an increase in employee performance during the pandemic. Employees are motivated to complete their tasks optimally despite the pandemic. Several supporting factors that can motivate employees are 1). Adequate human resources, financial resources, and equipment. 2). Characteristics of implementing organizations. 3). Smooth communication between organizations.

1.0 INTRODUCTION

The Indonesian government is currently structuring the Management of Civil Servants (PNS), where there are policies to regulate and foster Civil Servants (PNS) so that they have a high sense of responsibility and discipline. The form of local government support in managing employee management is to evaluate employee performance. The results of the assessment

can determine how well the employee's performance is so that the local government can implement the necessary policies. Local governments can use information technology to facilitate employee performance evaluation and the development of computer-based local governments or websites. The use of information technology by local governments is a form of communication between information technology as a tool to demonstrate the quality of service to the community.

Electronic Performance Assessment is a tool for assessing employee performance. The evaluation will be carried out by an authorized who has the authority to evaluate within one month. To accelerate the bureaucratic reform program, all employees must meet the Employee Performance Goals (SKP). The E-assessment is a further development of the Performance Assessment List (DP3) which is believed to be an objective, measurable, transparent and impartial presentation of employee ratings. All employees are expected to be more productive and proactive through E-assessments [1]. The E-Kinerja assessment system is an electronic application in the form of a website that is used to assess the performance of the State Civil Apparatus in each Regional Apparatus Work Unit with the aim that the implementation of work can run effectively, efficiently, transparently, and accountably. To assess the performance of WFH employees during the Co-19 pandemic, and also to become the basis for calculating work performance, the Pringsewu Regency local government can see the level of discipline and evaluate and measure the performance of employees based on a job analysis and workload analysis through a mobile web-based Electronic Assessment. The implementation of the E-performance system has an impact on providing fairer employee performance benefits, with the same work position, employees who work diligently and those who are lazy to work are not given the same allowance because. The provision of allowances is seen based on the performance of the employees through the web-based e-performance.

Human resources (HR) play an important role in determining the success of a business when it faces the challenges of globalization. These challenges consist of a growing global market, the competitiveness of human resources in the global marketplace, and how to prepare human resources to perform tasks in the organization [2]. Human resource management is the science and technology of managing employee relationships and roles to effectively achieve the goals of the company, its employees, and society. Human resource management is the process of managing people so that they can play effective and efficient roles in an organization. Management consists of six (6) Elements: People, Money, Methods, Materials, Machines, and Markets. Human factors (people) have been transformed into a field of management science called human resource management) [3].

Human resource management has four operational functions, one of which is to evaluate and develop human resources, and one to evaluate the performance of employees. Human resources (HR) play an important role in determining the success of a business when it faces the challenges of globalization. These challenges consist of a growing global market, the competitiveness of human resources in the global marketplace, and how to prepare human resources to perform tasks in the organization. [2].

The regional government of Pringsewu has established regulations regarding allowances, supplementary income, and penalties for employees in the local government. This is written in Pringsewu Regulatory Authority Circular Letter No. 73 of 2019 On Procedures for Supplementing and Deducting Supplemental Payments for Government Employee Income by Pringsewu Administration [10]. This regulation follows the central government's mandate as outlined in Presidential Regulation No. 120 of 2015 on performance allowances in the Public Service per month." [11]. This means that performance allocation is no longer based solely on absence/attendance but on individual performance. To facilitate the evaluation of individual performance, the State Civil Service has adopted an electronic performance assessment method, in accordance with the requirements of Law No. State Civil (ASN).

The Pringsewu Regency Government is currently actively motivating its employees to always improve their performance, by implementing an E-performance application system as a measuring tool for employee competence. Based on Law no. 5 of 2014 concerning the State Civil Apparatus, concerning the performance of civil servants which aims to ensure the objectivity of fostering civil servants based on the achievement system and career system [12]. During the Co-19 pandemic, employees are expected to continue to carry out their duties optimally. Therefore, the authors examine the Effect of implementing E-Assessment on employee work motivation during the COVID-19 pandemic at the Pringsewu Regency Government office.

There are several previous studies related to this study, written to help researchers collect

data. The first study is "Analysis of Electronic Performance Systems (E-Kinerja) in Improving Employee Performance in One-Stop Integrated Investment and Integration Services (DPMPTSP) Denpasar City" [7]. The result of the study is that the implementation of the employee performance system in the DPMPTSP faces some obstacles such as human resources, namely that not all officers can use the performance system due to weak capacity and age, lack of IT equipment. Therefore, the system cannot be used optimally. However, the implementation of performance in DPMPTSP can improve employee performance, as evidenced by an increase in the value of Employee Performance Targets (SKP) and community satisfaction.

The second study is an employee performance evaluation using the E-Kinerja program at the Human Resources and Personnel Development Agency in Payakumbuh City, West Sumatra province, by Fitri in 2021. This study argues that the applied E-Kinerja application can improve more accurate estimation, efficient data management, and productivity of BKPSDM staff. According to the final assessment, the BKPSDM staff themselves are generally at a "good" level. This is evidenced by the results of performance evaluations using the E-Kinerja application, which allows you to transparently record the work activities of all employees and archive evidence in the form of pictures of the work performed. Measuring performance using the Performance app also impacts your monthly TPP, increasing employee motivation to work [4].

The third study entitled The Effect of Application of E-Kinerja-Based Performance Assessment System and Competence on Work Performance of Structural Employees Through Job Satisfaction as an Intervening Variable (Study on Bondowoso Regency Government). The test results prove that E-Kinerja-based performance appraisal has a positive effect and is significant to the competence, work performance, and job satisfaction of Structural Local Government employees of Bondowoso Regency [3]. The last study is "E-Kinerja User Behavior Analysis Using the UTAUT Model by Suparyati, 2019. The number of respondents in this study was 42 ASN in various ranks and classes. The results of the study show that the level of ASN's acceptance of E-kinerja received a positive response. This can be seen from each average value of the variables in the range of 3.54 - 4.34 (on a scale of 1 to 5) on the questionnaire that has been distributed [1].

2.0 THEORETICAL

2.1. E-Assessment

E-assessment can be defined as a method of using information technology for any assessment-related activity. E-Assessment is an assessment using computer technology. This assessment includes activities ranging from planning, data collection, implementation to evaluation results. This online assessment app aims to facilitate SKP (Employee Job Goals) preparation in an integrated way from the top to the staff [5].

2.2. Performance

"Performance is the result of the quality and quantity of work carried out by an employee in carrying out their duties, following the responsibilities given". Good performance is the maximum performance by organizational standards and supports the achievement of organizational goals [2]. Employee performance can allow the agency (organization) to progress to survive in a competition. stated that performance reflects the extent to which the implementation of an activity, program, or policy has been achieved in achieving the goals, objectives, mission, vision, and "organization". The concept of performance refers to the responsibility of a natural or legal person for the exercise of delegated powers and responsibilities. Performance is an expression of the success an employee has with their work in achieving the goals set by the organization [6].

2.3. Work motivation

The abilities and skills of employees are very useful for companies or workplaces, if employees work hard, their work results will increase. Motivation is a driver, desire, support, or need - a need that can make someone excited and do something optimally [8]. Rewarding or promoting employees who work with quality and quantity is a form of support for employees to keep them motivated at work. The power that motivates a person to work depends on the reciprocal relationship between desired and required work results.

2.4. Performance Assessment During the Co-19

Performance appraisal based on WFH and WFO is an evaluation of employee work during

the covid-19 pandemic. This analysis process starts from the job/position analysis. This performance appraisal is an evaluation carried out to assess employee performance and also to understand the ability of employees who work from home. The utilization of information technology in performance appraisal based on WFH and WFO makes performance appraisal more efficient and effective. The WFH work system has good flexibility. It can support employee balance between work and life during the Covid-19 pandemic [9]. For example, the use of IT during WFH is online attendance. In the past, employee absenteeism used a fingerprint to determine the level of employee discipline. So during this pandemic, online attendance can be applied by completing location data using GPS or face detection. This performance assessment is carried out based on performance planning at the individual level and the unit or organizational level, taking into account targets and achievements. WFH and WFO performance appraisal is an assessment of employee work during the Co-19 pandemic. Performance appraisal is an assessment carried out to assess employee performance and understand their ability to work from home. Make performance reviews more effective and efficient by using IT to assess performance based on WFH and WFO.

2.5. Pringsewu Regency Local Government

Pringsewu Regency is one of the regencies in Lampung Province. This regency is the result of the division of Tanggamus Regency and was formed based on Law Number 48 of 2008 dated November 26, 2008, inaugurated on April 3, 2009, by the Minister of Home Affairs. Currently, Pringsewu Regency is led by Mr. Hi. Sujadi for the period 2017-2022. The local government environment of Pringsewu Regency has 25 agencies which are divided into 5 Agency, 18 Service, and 2 Sections.

3.0 METHODOLOGY

This research uses a descriptive qualitative research method with an inductive approach. Methods of data collection are done through interviews, observation, and documentation. The informants of this study were the head of the BKPSDM civil servant device development department, the head of the HR and HR department, the secretary of the HR department, and the head of the competency development and performance evaluation department. The author analyzes the data, starting with data collection, data reduction, data presentation, and generating conclusions or validation, following the steps used to analyze the problem and obtain results.

4.0 RESULTS AND DISCUSSION

4.1. E-Assessment on Employee Work Motivation at the Pringsewu Regency Lokal Government Office

The purpose of implementing the E-Assessment is to improve Employee Discipline (ASN), increase employee productivity, and increase employee motivation at the Pringsewu Regency government Office. The implementation of the assessment at the Pringsewu Regency government office is expected to record all work carried out and reported by employees/ASN, measure employee performance, and produce employee performance appraisal and employee development data. This achievement is also one of the means to generate additional income for workers/ASN in Pringsewu local government offices by their performance.

Based on the results of interviews conducted with various informants at the Pringsewu Regency Government office, it was found that employee motivation at work has increased since the introduction of E-Assessment on employee motivation at the Pringsewu Regency t Government office. At the beginning of the year in January 2021, activity performance was 95.1% and in the middle of the year in October 2021 it increased by 2.75% to 98.16%. This shows that the E-Assessment of the work motivation of employees at the Pringsewu Regency Local government office has an impact on increasing employee work motivation at the Pringsewu Regency Local government office.

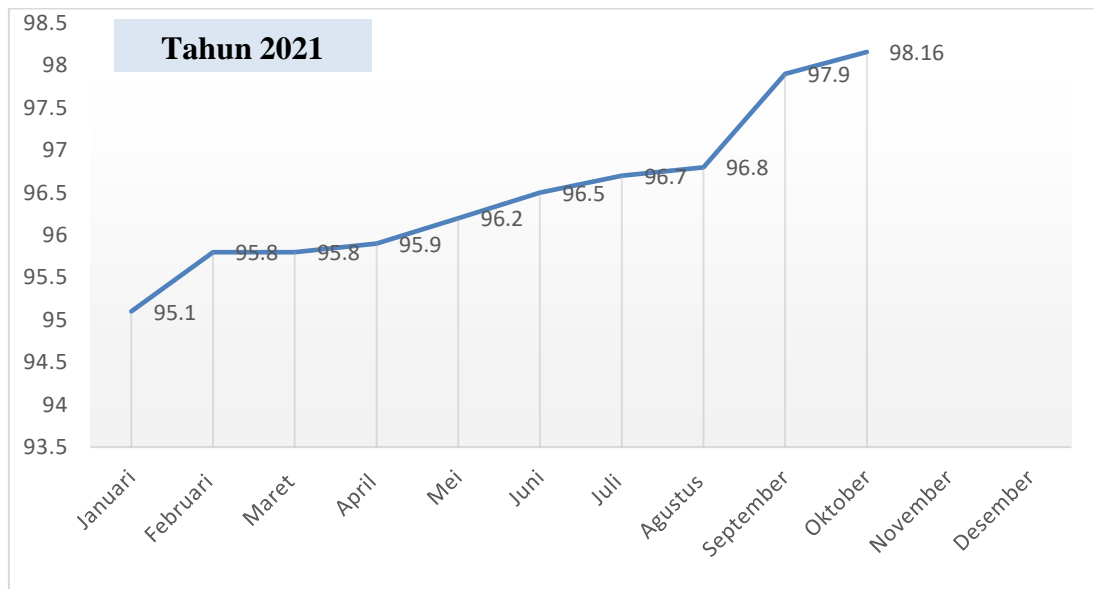


Figure 1. Implementation of Activities in 2021

The application of E-Assessment on Employee Work Motivation at the Pringsewu Regency government office meets the criteria for carrying out the performance of ASN employees properly by doing the following:

1. Employee Presence (Online): ASN employees at the Pringsewu Regency government office attend attendance at entry and return hours. Leaders can recap Employee Presence every one month or annually.
2. Employee Performance: Employees and leaders perform data entry activities every working day. Leaders can recap Employee Performance every one month or annually.
3. LHKPN Employees: ASN employees at the Pringsewu Regency government office perform LHKPN Data Entry once a year during their working period.

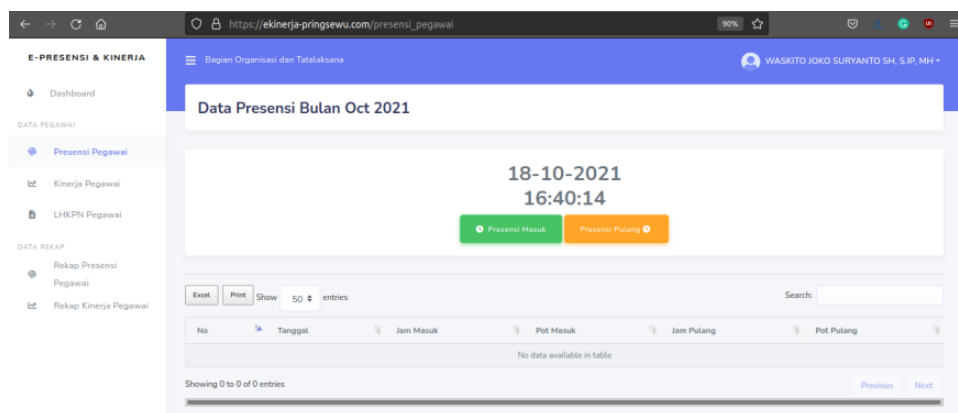


Figure 2. E-Assessment of Employee Performance at the Pringsewu Regency government office

E-Assessment is also used as a reference in measuring employee performance, as material for evaluating employee performance, and as material for employee development based on performance agreements made at the beginning of each year. The activities reported in the E-Assessment automatically affect the value and size of the achievement, this also affects the evaluation of an employee's performance. The results showed that the application of E-Assessment was able to motivate the work ethic of employees at the Pringsewu Regency Government Office because E-Assessments automatically recorded and evaluated the results of employee activities. This fact certainly has an impact on the performance appraisal of the employees involved. "Activity Report" or attendance at E-Assessment can be used as one of the considerations to improve employee careers. It is hoped that every employee with the implementation of this E-Assessment will get an objective assessment of the results of the action plan so that there is a spirit of competition with all employees to achieve maximum points around the career/position level.

4.2. Supporting Factors and Inhibiting Factors in the Implementation of E-Assessment on Employee Work Motivation at the Pringsewu Regency Government Office

Measurement of policy implementation is needed to achieve the standard goals and policy objectives. The clarity and objectives of the policy must be measurable specifically to identify the success and failure of the policy. From the results of the study, it is known that policy standards and objectives are factors that support the implementation of E-Assessment.

Human resources (HR) as implementers of implementation at the Pringsewu Regency Government Office are adequate. This fact can be a supporting factor for the implementation of E-Assessment on Employee Work Motivation at the Pringsewu Regency Government Office. In addition to human resources (HR), budgetary resources also play an important role. The Pringsewu Regency Government has allocated several budgets to support the implementation of E-Assessment,

Each agency/institution implementing the policy must account for its respective functions following the established plan. The success of a policy is very dependent on the characteristics that are in accordance with the policy implementers. Implementation of E-Assessment requires good communication between organizations, and each employee makes an activity report, which is then reviewed by the supervisor. Good communication will result in good cooperation.

Obstacle factor As an information technology-based system, E-Assesment can be accessed through hardware such as a PC, laptop, or smartphone. Usually, E-Assessment data entry is done using a smartphone because it is more practical and portable. If only rely on office hotspots/Wi-Fi, internet network is often disrupted, especially during a pandemic when employees are not fully working in the office. From observations and interviews, it can be concluded that economic factors are one of the factors that hinder the implementation of the assessment in Pringsewu regency government office because indirectly all employees need smartphones equipped with sufficient internet data packages to support their work profession.

5.0 CONCLUSION

The result of implementing E-Assessment on employee work motivation at the Pringsewu Regency Government Office is an increase in employee performance during the pandemic. Employees are motivated to complete their tasks optimally despite the pandemic. Several supporting factors that can motivate employees are. Supporting factors are internal factors consisting of Human resources, financial resources, and adequate equipment, Characteristics of implementing organizations, Smooth communication between organizations. Inhibiting factors, namely external factors consisting of the condition of the Wi-Fi network and the economy of employees.

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