

## Conference Paper

# Optimizing Employee Performance through Timeliness in the Department of Population and Civil Registration of Bone Regency

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## Abstract.

This study focuses on the performance of employees in the Bone Regency Population and Civil Registration Service, with a specific emphasis on timeliness in completing work tasks. The aim is to analyze and evaluate employee performance in this dimension. The study contributes to the understanding of performance measurements in organizational settings and offers practical insights to enhance employee performance and meet public expectations in population and civil registration services.

Using a descriptive research methodology with a qualitative approach, the study involved interviews, observations, and document analysis for data collection. The main findings reveal that employee performance in the timeliness dimension at the Bone Regency Population and Civil Registration Service is suboptimal. Factors contributing to this include the complexity of document processing, inadequate technological support, and poor time management.

This study fills a gap in the literature by addressing specific challenges related to timeliness in employee performance within population and civil registration services. It provides recommendations for improvement, such as offering training on efficient document management, utilizing relevant technology, providing adequate support facilities, and enhancing coordination and communication. Implementing these corrective measures can help enhance employee performance in the service and improve overall efficiency.

**Keywords:** employee performance, public service, effectiveness

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## 1. Introduction

Employee performance is a critical factor in achieving organizational goals and success [1], [2], [3], [4]. To comprehend the significance of human resources in organizational achievement, it is essential to measure performance using multiple indicators that align with organizational expectations and objectives. Without comprehensive performance evaluation, identifying the causes or obstacles hindering employee performance and impeding the attainment of organizational goals becomes challenging [5], [6], [7], [8], [9].

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Therefore, this study focuses on analyzing employee performance in supporting organizational performance within the context of the Bone Regency Population and Civil Registration Service. Enhancing employee performance to accomplish organizational goals necessitates the effective communication of objectives to employees [10], [11], [12], [13], [14], providing training and education, improving communication channels between employees and management, and offering incentives aligned with employee performance. Such efforts are expected to boost productivity and enhance competitiveness.

To improve employee performance in supporting organizational performance within the bone regency population and civil registration services, it is crucial to provide adequate facilities, offer training and education to foster employee competency development, and establish fair and transparent reward systems that motivate employees to align with the organization's vision and mission. Additionally, employees must possess relevant competencies [15], [16], [17], [18], [19], [20], exhibit high motivation [21], [22], [23], [24], [25], and demonstrate good discipline [26], [27], [28], [29], [30]. Effective communication between employees and management is vital for fostering collaboration, enhancing coordination, and ensuring a cohesive work environment.

In the digital era, the implementation of an e-government system has emerged as a promising strategy for improving employee and organizational performance. This system, as a government program, promotes electronic-based governance and facilitates residents' access to services offered by the bone regency population and civil registration services. By leveraging the e-government system, residents, even in remote areas, can manage population documents such as birth certificates and identity cards through online platforms, eliminating the need for physical visits and saving time.

Despite the adoption of the e-government system, the performance of employees at the Bone Regency Population and Civil Registration Service has not reached optimal levels in alignment with the organization's vision and mission. Empirical data and public complaints indicate that document processing still poses challenges, consumes considerable time, and that the utilization of technology-related facilities is inconvenient and inadequate. These obstacles hinder the efficient completion of employees' work despite the availability of technological assistance.

Hence, this study aimed to analyze the performance of the Bone Regency Population and Civil Registration Service employees by focusing on the dimension of timeliness in completing their assigned tasks. The evaluation of employee performance will rely on employees' perceptions regarding their ability to accomplish activities within the specified time frame, allowing for the efficient completion of work and optimizing available time for other responsibilities.

The remainder of this paper is organized as follows. Section 2 describes the methodology used in this study. Section 3 presents the findings and analyses of this study. Section 4 summarizes the conclusions drawn from the study and provides recommendations for improving employee performance in the Bone Regency Population and Civil Registration Service.

## 2. Methods

In this study, a descriptive research method with a qualitative approach was used. Researchers used purposive sampling to select informants who have certain attributes and are considered to have information that is relevant to the research problem. The research informants included the Head of the Bone Regency Population and Civil Registration Service, the Secretariat of the population administration information fields, Executive Position Group, and the Functional Position Group. The research location is the Bone Regency Population and Civil Registration Service, Bone Regency, South Sulawesi, because there has never been a similar study before that is in accordance with the problems raised. The necessary data will be collected through documents, interviews, field notes, observations, and library studies. The main sources of data in qualitative research are words and actions, whereas documents and others are used as adjuncts.

In the data analysis, the researcher uses an interactive model that includes data reduction, data presentation, and verification. The flow of data techniques follows the stages described by Sugiyono, namely, data reduction to reduce the information obtained, data presentation to present findings systematically, and verification to conclude research results. By using descriptive qualitative research methods, involving various data sources, and applying interactive models in data analysis, this study aims to explain and describe the problems of employee performance and organizational performance in the Bone Regency Population and Civil Registration Service in a systematic, factual, and accurate manner.

## 3. Results and Discussion

The empirical findings presented in this study make several valuable contributions to the broader literature. First, it addresses a significant gap in the literature by examining the performance of the Bone Regency Population and Civil Registration Service employees, specifically in the dimension of timeliness. While previous research has explored various

aspects of employee performance, limited research has focused on the timeliness dimension and its impact on organizational goals and public expectations [31], [32], [33], [34], [35], [36].

The findings reveal that employees' performance in terms of timeliness is still not optimal, indicating a deficiency in completing work within the specified time limit. This emphasizes the importance of addressing this specific dimension of employee performance to enhance overall organizational performance. The results of this study contribute to extending our current knowledge by shedding light on the specific challenges faced by the bone regency population and civil registration services in meeting timeliness targets [37], [38], [39], [40], [41].

Furthermore, this study highlights the factors that can influence timeliness in completing work. Process complexity is identified as a significant factor that can effectively hinder employees from meeting deadlines [42], [43], [44], [45]. Additionally, the lack of adequate technological support impedes timely task completion [42], [43], [44], [45]. These insights provide valuable implications for organizations aiming to improve timeliness of employee performance.

To address these deficiencies in timeliness, this study suggests specific corrective measures. Providing training and education on efficient document management and technology utilization can enhance employee skills and understanding [46], [47], [12], [48], [49]. Additionally, ensuring adequate support facilities, such as software and hardware, is crucial for facilitating timely task completion. Moreover, improving the coordination and communication between employees and management has emerged as a key strategy [34], [50], [51], [52].

Effective communication plays a pivotal role in clarifying expectations, goals, and deadlines, enabling employees to manage their time efficiently [46], [47], [12], [48], [49]. It fosters collaboration, minimizes misunderstandings, and promotes the timely completion of complex tasks [34], [50], [51], [52]. By establishing open channels of communication, encouraging two-way dialogue, and utilizing appropriate communication media, organizations can facilitate information exchange and improve timeliness in completing work [34], [50], [51], [52].

This study contributes to the literature by examining the timeliness dimension of employee performance within the Bone Regency Population and Civil Registration Service. The findings address a gap in the literature, extend our knowledge, and provide valuable insights into the

Challenges and factors affecting timeliness. This study emphasizes the importance of training, adequate technological support, and effective communication in improving

employee performance. By implementing the suggested corrective measures, organizations can enhance timeliness, achieve organizational goals, and build public trust and satisfaction.

## 4. Conclusion

This study highlights the suboptimal performance of the Bone Regency Population and Civil Registration Service employees in the timeliness dimension, which leads to negative consequences for productivity, efficiency, and public satisfaction with the services provided. The identified factors, including complex document processing, resource limitations, inadequate time management, and a lack of technological support facilities, contribute to these challenges. To address these issues and enhance employee performance in terms of timeliness, specific policy actions and practical implications must be considered. First, providing adequate training and education on efficient document management and utilization of relevant technologies are crucial. This will equip employees with the necessary skills and knowledge to complete their tasks in a timely manner. Ensuring the availability of sufficient support facilities is essential for facilitating the efficient completion of tasks. By addressing resource limitations and providing the necessary tools and infrastructure, employees will be better equipped to meet specified time limits. Another vital aspect is improving coordination and communication among employees. Establishing open channels of communication, encouraging two-way dialogue, conducting regular meetings, and utilizing appropriate communication media can foster clear understanding of expectations, goals, and deadlines. This will enable employees to manage their time effectively and prioritize tasks accordingly. This study primarily focuses on internal factors within the organization, such as document processing complexity, resource limitations, time management, and technological support. It is important to acknowledge that external factors, such as policy changes, socioeconomic conditions, and technological advancements, may also influence employee performance. Future studies should explore the interplay between internal and external factors to provide a more comprehensive understanding of the timeliness dimension.

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