

FACTORS INFLUENCING THE WORK SPIRIT OF CIVIL SERVANTS AT THE REGIONAL PERSONNEL AGENCY OF GOWA DISTRICT

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ABSTRACT

The purpose of this study is to determine the Influence of Communication, Work Environment, Employee Development on the Work Spirit of Civil Servants at the Gowa Regency Regional Personnel Agency. The method used in this study is a descriptive method with a qualitative approach. The results of this study indicate that the Communication Factor of Civil Servants at the Gowa Regency Regional Personnel Agency Office has been well established. The Work Environment Factor shows that the atmosphere and conditions of the work environment are good. The Employee Development Factor provided by the Gowa Regency Regional Personnel Agency such as the basis for promotion, participation in education and training programs, promotions and mutations have more or less been able to provide positive encouragement and motivation to employees so that work enthusiasm will also arise because of it. The Motivation Factor shows that employees of the Gowa Regency Regional Personnel Agency have good work motivation. This provides an illustration that the level of work motivation of employees of the Gowa Regency Regional Personnel Agency already has good work motivation.

Keywords: Influence of Work Spirit, Civil Servants

INTRODUCTION

Every agency has a goal to be achieved, and to achieve its goals, the agency needs to carry out activities. In general, every government agency in carrying out its activities to achieve its goals should pay attention to the work spirit of its employees, because employee work spirit is the main capital in planning, analyzing, directing and moving the factors in the agency. Personnel management needs to provide guidance and development regarding employee work spirit effectively and efficiently for the smooth running of the activity process in an agency.

In an agency or organization, a system is needed that can support the performance of the organization. One of them is high work spirit. Work spirit is a condition that must exist if work activities/processes are to run smoothly. With high work spirit, the organization's goals can be achieved according to plan.

If an organization or agency is able to increase employee work spirit, the organization or agency will gain many benefits such as faster work completion, reduced damage, reduced absenteeism and so on.

Things that affect employee morale are the amount and composition of compensation given, proper placement, training, future security, transfers, promotions and work environment (Nitisemito, 2006: 183).

The most important resource of an organization is human resources, people who provide their energy, talent, creativity and efforts to the organization (Handoko, 2008: 11). These human resources are known as employees of the organization. Employees have a great contribution in every activity of the organization. The success of an organization is determined by the

performance of the organization's employees. Employee performance is highly dependent on the level of employee morale in carrying out organizational tasks or activities.

High employee morale will have an impact on optimal employee performance, so that the achievement of organizational goals can be achieved. While low employee morale will have an impact on low employee performance, so that the achievement of organizational goals will be difficult to achieve. Through this research, it is expected to identify the factors that influence employee work enthusiasm, one of which is in the Gowa Regency Regional Personnel Agency, so that it can have a positive impact on the sustainability of government agencies.

Problem Formulation

In order for the research to be carried out properly and without difficulties so that effectiveness and efficiency can be achieved, the following problems are formulated:

1. What are the factors that influence the work spirit of Civil Servants at the Gowa Regency Regional Personnel Agency?
2. What obstacles influence the work spirit of Civil Servants at the Gowa Regency Regional Personnel Agency?
3. What efforts are taken to influence the work spirit of Civil Servants at the Gowa Regency Regional Personnel Agency

Research Objectives

The objectives of this study are:

1. To find out what factors influence the work spirit of Civil Servants at the Gowa Regency Regional Personnel Agency.
2. To find out what obstacles can influence the work spirit of Civil Servants at the Gowa Regency Regional Personnel Agency
3. To find out what efforts are made by the Gowa Regency Regional Personnel Agency to influence the work spirit of Civil Servant

RESEARCH METHODS

The research method used in this study is descriptive research with a qualitative approach. According to Nawawi (2005: 67), the descriptive method is a way of solving research problems by describing the state of the object being investigated as it is based on actual facts at the present time. Thus, this method focuses on problems or phenomena that exist at the time the research is conducted or problems that are actual, then describes the facts about the problem being investigated accompanied by accurate rational interpretations. Where this study describes the facts and explains the state of the research object based on the facts as they are, and tries to analyze to provide the truth based on the data obtained.

Population

Population is the entire object of research consisting of data that has certain characteristics in the research (Arikunto, 2010: 73). The population in this study is all Civil Servants at the Gowa Regency Regional Personnel Agency Office, totaling 31 people.

Sample

1. According to Sugiyono (2005:53), a sample can be interpreted as an activity of a population that is the actual source of data in a study. In other words, a sample is a portion of the population to represent the population. The partial taking is intended as a representation of the entire population, so that the conclusions also apply to the entire population. The sample in this study was the leadership elements which included all employees at the Gowa Regency Regional Civil Service Agency Office who were directly involved in the administration of government. For sample determination, the

author quoted the opinion of Sugiono (2005:93) Simple Random Sampling, which is said to be Simple because the taking of sample members from the population is done randomly without considering the strata in the population. Thus, the number of samples in this study was 31 respondents.

Data Analysis Technique

According to Lexy J. Moleong (2009: 103) data analysis is the process of organizing and sorting data into patterns, categories, and basic description units so that themes can be found and working hypotheses can be formulated as suggested by the data. This study uses data analysis techniques from Miles and Huberman (in Sugiyono, 2007: 91) which states that activities in qualitative research are carried out interactively and continue continuously until complete, so that the data is saturated. Saturated data means that whenever and wherever questions are asked to informants, and to whomever the same questions are asked, the results of the answers remain consistently the same (Muhammad Idrus, 2009: 145).

The interactive model data analysis technique according to Miles & Huberman consists of four stages that must be carried out, namely data collection, data reduction, data presentation, and drawing conclusions and verification (Haris Herdiansyah, 2010: 164). The stages and flow of data analysis with the interactive model proposed by Miles & Huberman are shown in the following figure:

1. Data collection
2. Data reduction
3. Data presentation
4. Drawing conclusions and verification

RESULTS AND DISCUSSION

Communication is the process of delivering or receiving messages from one person to another, either directly or indirectly. Communication is one of the important supporting factors that can have a major influence on employee morale. Where people who work in an organization transmit information to each other and interpret its meaning, the important thing is that communication in the organization obtains efficient and effective communication. Effective communication occurs when the meaning intended by the sender of the news and the meaning captured by the recipient of the news are the same and one. While efficient communication occurs when the cost is minimal based on the resources utilized.

Some findings of researchers that are not optimal in terms of communication, such as working relationships with fellow co-workers running less than optimally, Subordinate calls by superiors can be used as effective information providers and Employees often use free time to discuss with each other in communicating about many things that have not been implemented optimally. To support the achievement of the main tasks and functions of the agency, these factors need to be improved.

It is important for superiors to strive to create effective communication in the organization. Because with effective communication in the organization, it will spur an increase in employee job satisfaction, so that it can increase employee enthusiasm, which means for the organization that in the organization there is an increase in production and cost reduction through improvements in the attitudes and behavior of its employees. Furthermore, society will certainly assess the results of the maximum capacity of the organization and the increase in human value in the context of work.

Based on the results of the explanation above, it can be concluded that communication of Civil Servants at the Gowa Regency Regional Civil Service Agency Office, namely communication, has been well established because of the fast and accurate delivery of

information from superiors to subordinates, both verbally and in writing, and is supported by existing technology so that the distribution of information related to the implementation of functions and tasks becomes faster so that it can create a fairly high employee work spirit.

Based on the results of the research that the author has conducted at the Gowa Regency Regional Personnel Agency regarding the work environment, it is known that out of 31 employees, the majority stated that the atmosphere and conditions of the work environment were good, even employees stated that they felt it was not noisy even though the location of the Gowa Regency Regional Personnel Agency office was not far from the highway. The results of the researcher's observations also showed that the light in the work room was bright, but in this case the researcher felt that the air temperature in the employee's work room was not cool enough. Uncomfortable work room temperature conditions will certainly affect employee work enthusiasm and discomfort for employees which will ultimately have an impact on decreasing work enthusiasm, in addition, a poor work environment can also affect employee work enthusiasm, because to increase employee work enthusiasm, a good work environment is needed, because with a good work environment it will create ease of carrying out tasks. This work environment itself consists of a physical and non-physical work environment that is closely attached to employees so that it cannot be separated from efforts to increase employee work enthusiasm.

Individual characteristics in a comfortable and peaceful work environment can increase work enthusiasm and the desire to work better, where a person's desire is a characteristic embedded in a person's soul and behavior. Motivation and desire in each person that is able to increase work activity and productivity to be better without us realizing it can create its own satisfaction in a person's soul, this can be proven because satisfaction is a feeling of pleasure or disappointment in a person that arises after comparing the performance (results) of the product that is thought of against the expected performance (results). This is what can create work enthusiasm in a person when he feels satisfied with what he does and with what he produces.

Based on the results of the descriptive analysis, it shows that employee development at the Gowa Regency Regional Personnel Agency is in a fairly good category. Furthermore, based on the results of observations, researchers found that there were several indicators that were not yet optimal, such as the tasks and responsibilities given according to the education and abilities of employees; and it was seen that some employees' abilities were not yet developed optimally. To support the achievement of the main tasks and functions of the agency, these indicators need to be improved.

Based on the data obtained by the Gowa Regency Regional Personnel Agency, it was stated that in the training, employees had participated several times. Each training program followed by each employee member has differences, where the method used depends on the material to be studied or given. On the one hand, the method used is the class method, this is if the material is theoretical without requiring practice, such as in studying networks. For members who receive the class method, they are given books to discuss and study together. According to employees who participated in training both inside and outside the Regency, they think that the method used is felt to be in accordance with the material provided.

Because not all materials require direct practice, there are also those that require understanding only without being accompanied by practice. Usually this kind of training is given to people who are senior or proficient in their fields so that participants can practice themselves based on the material that has been studied without requiring further guidance. On the other hand, the method used is the demonstration method. In the demonstration method, they are given theory and accompanied by direct practice. For the first stage, they receive theory through explanations given by the trainer and then practice the theory with the tools that are available, such as

computers. According to members who attended this training, the method used was considered appropriate to the material provided, because the material provided did require direct practice to learn the two methods mentioned above.

Encouragement to employees, and provide positive pressure to employees to be able to complete their work and responsibilities. The results of the descriptive analysis indicate that employees of the Gowa Regency Regional Personnel Agency have good work motivation. This provides an illustration that the level of work motivation of employees of the Gowa Regency Regional Personnel Agency already has good work motivation.

According to Hasibuan (2006:141) motivation is important because motivation is something that causes, channels, and supports human behavior so that they are willing to work hard and enthusiastically to achieve optimal results. It is clear that the motivation that is the main basis for someone to enter various organizations is in the context of the person's efforts to satisfy their various needs, both political, economic, social and various other increasingly complex needs.

Based on the results of the explanation above, it can be concluded that motivation factors greatly influence the work enthusiasm of employees at the Gowa Regency Regional Personnel Agency where in this case the communication factor is useful for providing encouragement to employees both positively and negatively which aims to increase the work enthusiasm of employees at the Gowa Regency Regional Personnel Agency

CONCLUSION

Based on the results of the study above, the conclusions of this study are as follows:

1. Superiors are expected to improve communication with subordinates such as relationships between employees, delivery of information through employee calls, and employee free time because from the results of observations it is known that communication at work has a major influence on employee work enthusiasm.
2. The Regional Personnel Agency of Gowa Regency is expected to improve the conditions of its work environment by paying attention to the problem of air circulation in the work space, the size and situation of the work space, and tolerance between employees in work. This needs to be done because the results of the study show that the work environment has an influence on employee work enthusiasm.
3. Employee Education and Training should be a special concern of the Regional Personnel Agency of Gowa Regency, so that its employees can better understand and understand and recognize how steps can increase work enthusiasm, how to make a job interesting to do so that all work assigned to employees becomes enthusiastic and enjoyable. High work enthusiasm from employees means that the work given or assigned to them can be completed in a shorter or faster time.
4. In the future, the Gowa Regency Government should pay more attention to honorary employees at the Gowa Regency Regional Personnel Agency, because basically the employees who work at the Gowa Regency Regional Personnel Agency are people who have the potential to be developed further, one of which is by providing opportunities for study assignments, especially for high-achieving employees, to continue their education, including to improve the quality and quality of human resources.

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