



## Analysis of Performance Quality of Administrative Employees at Center for The Development of Quality Assurance of Vocational Education in Building and Electricity Field

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### Abstract

*This research is intended to identify the quality of employee activities. This research uses qualitative methods. Information gathering was attempted through monitoring, questioning and documentation. Sourced from questions and answers with administrative employee informants, employees also have self-ability, maximum activity results, activities and enthusiasm in working. The research procedure used in this research is a qualitative descriptive procedure where each information is combined, analyzed and then concluded that the type of research used is qualitative descriptive. The results of this research conclude that the system and rules of the method of removal of state -owned property are in accordance with Regulation of the Minister of Finance No. 83. or PMK. 06 Deed of 2016 on the rules of the method of destruction and destruction of state property as well as the release of elements of the internal regulation system of the ruler in accordance with the Regulation of the Internal Regulation System of the ruler No. 60 of 2008.*

**Keywords** Performance Quality, Administration, Development of Quality, Quality Assurance, Vocational Education

### INTRODUCTION

PPPPTK BBL Medan is the Center for Development and Empowerment of Teachers and Educational Resources for Building and Electrical Aspects which is one of the Technical Implementation Units (UPT) of the Ministry of Learning and Culture, which as an organizational form is directly responsible to the Directorate General of Teachers and Educational Resources (DG GTK). PPPPTK BBL Medan has the main and important obligation to provide improvement and development of teacher competence and educational capacity as part of the government's efforts to create quality learning through programs to improve teacher competence and education capacity based on Permendikbud No. 16 of 2015. It begins to coincide on July 1, 2020 with the enactment of Permendikbud No. 26 of 2020 concerning the Agency and Regulations for Managing the UPT Kemdikbud, so the nickname of PPPPTK BBL changed to BBPMPPV BBL or the Big Building for Development of the Guarantor of the Quality of Vocational Learning in Building and Electrical Aspects. With this, there have been several changes, such as the Main Responsibilities and Benefits, which were initially limited to CAR Empowerment Development, which are now the Development Board for the Quality of Vocational Learning. And what was originally the UPT of the Directorate General of Teachers and Educational Resources has now changed to the UPT of the Directorate General of Vocational Learning (Diction).

In today's era, the ability of employees is a very meaningful part of an institution. Employees must work honestly according to their skills and potential in order to create



quality work. Without the high quality skills of all employees, it will be difficult to achieve goals. Employee feel proud and satisfied with the results achieved which are submitted to the institution. Quality Good ability is a desirable condition in the world of activity.

The development of an organization or agency is very much determined by the ability of employees to carry out the obligations and responsibilities that have been submitted. Therefore, every agency generally wants employees to be able to do their job well. This means that the company has the ability of qualified employees and at the same time has great fighting energy.

Employee development can be carried out in the form of implementing nursery training for employees, which is one of the tools to produce quality human resources with the goals and objectives of the institution. Nursery training is intended to confirm the ability of employees to achieve activities. Correction of employee abilities can be tried by justifying employee insights, skills and actions of employees to their duties.

The regulation of effort is a part that plays a significant role in the implementation of administration in the Institutional Body, and is needed to support the achievement of goals in the learning aspect. Employees who try to share services with all parties concerned, especially in terms of administrative services. Employees are required to be able to provide good services to support the smooth running of the institution's activities. In essence, the regulatory activity is a multiplicity of activities for managing note-taking messages, starting with collecting (welcoming), writing, organizing, duplicating, sending, and placing all explanatory materials needed by the institution.

There are also those who say that business regulations are part of an institution that acts as a supporter of activities so that activities run smoothly according to what has been planned and can succeed as desired. To support all the obligations that run within the institution, it is necessary to have employees who have compliance, compliance, and responsibility for their duties. The obligation of the business regulation is to make correspondence administrative procedures as well as employment and household matters.

It means that good skills in an institution greatly determine the quality and amount of capacity of the Effort Rules, remembering that ability is very important to formulate and manage the smooth running and administrative discipline of the Institutional Body. The employees of the Institutional Body are a position that cannot be separated from all the activities of the Institutional Body. Administrative activities aim to provide support for activities that are professional in nature. In improving the quality of institutions, the position of employees becomes important and requires attention from all parties that participate in the development of the Institutional Body.

After carrying out monitoring of employees in the Great Building for Development of Quality Personnel for Vocational Learning in Building and Electrical Aspects, actually the ability of the staff in the management of the BBL Area BBPMPV BBL Area is very good. From this statement, as a result, the author was attracted to want to examine and see how much the employee's ability to achieve the goals of the institution was.



## **THEORETICAL BASIS**

### **Work quality**

Lupiyoadi and Hamdani stated that the interpretation of activity quality is the quality shown by employees in the chart providing the best performance for the organization. On the other hand, for Marcana in Rao, the quality of activity is the form of attitude or activity that is carried out in accordance with dreams and desires that are achieved in an efficient and effective manner.

For Matutina, the quality of activities refers to the quality of people's energy bases, on the other hand, the quality of people's energy bases refers to insight (Knowledge), expertise (Skills), and skills (Abilities). On the other hand, for Bitner and Zeithaml, the quality of activities is to improve the quality of activities, there are several methods that can be tried by the agency, namely by providing nursery training or training, providing incentives or additions and applying or practicing technology that can help improve performance or efficiency.

Based on some of the opinions above, it can be concluded that Quality is not only intelligent and fulfills all the qualitative requirements demanded by the profession, as a result, the profession can actually be completed according to the concept. Quality of work is a form of attitude of a good employee based on expertise, expertise and insight and provides facilities such as training.

### **Quality indicators**

- For Hasibuan, there are several markers of the quality of employee activities, namely:
- a. Self-abilities, namely skills, strengths, both granted and those that have been granted that are owned by a person but have not been fully visible or used in the maximum way.
  - b. Maximum activity results, namely employees are obliged to be able to share the best results, one of which is observed from the productivity of the body, the quality of activities and the number of activities.
  - c. The method of activity, namely where an employee carries out his obligations and position in a body that can be observed from his expertise in making activity planners, being innovative in carrying out his profession, evaluating actions and carrying out corrective actions.
  - d. Enthusiasm, namely the action of an employee paying attention to his work such as arrival, encouragement of activities to carry out obligations and work commitments.

### **Work performance**

Etymologically, the ability starts from the speech of the results of the activity (performance). Likewise stated by (Mangkunegara, 2017) is the term ability starting from the word job performance or actual performance is the result of an activity or the actual result achieved by a person which is defined as the result of an activity by means of the quality and amount achieved by an employee in carrying out their duties in accordance with their responsibilities. which was handed over to him.



Basically, the ability of an employee is a matter of individual nature because each employee has different levels of expertise in carrying out their work obligations. A person's ability depends on a mixture of skill, effort and opportunity. For Handoko (1995) ability is a dimension of an employee's success in carrying out their duties.

From the opinion above, it can be concluded that ability is an employee's expertise in reaching activities based on expertise, efforts and opportunities. There are several aspects that can affect the ability of employees, namely:

1. The quality and expertise of employees, are conditions related to learning or upgrading of nurseries, work ethic, motivation for activities, psychological actions and physical conditions of employees.
2. Supporting recommendations, are matters relating to areas of activity such as activity safety, activity health, production tools and technology and conditions related to employee safety such as compensation or income, social security and activity security.
3. Supra facilities, are matters relating to the policies of the authorities and management industry ties.

### **Work Performance Indicator**

For Robbins, there are several markers that can be used to measure ability in a person's way, namely as follows:

- a. The quality of activities, which is measured from the employee's perception of the quality of work obtained from obligations to the expertise and expertise of employees.
- b. Amount, namely the amount obtained in terms such as the number of parts, the number of completed activity cycles.
- c. Determination of duration, i.e. the level of activity being completed at the time of the claimed duration, is observed from the end of coordination with the output results and optimizing the existing duration.
- d. Independence, namely the level of an employee who can carry out his work.
- e. Activity commitment, namely the level at which employees have activities with institutions and employee responsibilities to the office.
- f. Usability, namely the level of use of the body's energy sources (Power, money, technology, basic materials) is optimized to increase the results of each part in the use of resources.

### **RESEARCH METHODS**

The research method used is qualitative research. For Bogdan& Taylor (in Ahmadi 2014: 15), Qualitative method is a research method that creates descriptive information, words or notes in attitudes that can be observed from many people (points) themselves. For Wirartha (2006: 135), qualitative research is descriptive because the analysis of information that is attempted is not to accept or deny assumptions, but is in the form of a story based on the observed signs, which do not always have to be in the form of numbers or elastic accompanying coefficients.



In line with the research objectives that have been inaugurated, so this research is meant to reveal the atmosphere or elasticity according to the conditions that existed at the time the research was carried out. The atmosphere or condition that needs to be revealed through this research is regarding the Quality of Employee Activities and Efforts at BBPMPPV BBL.

In line with the type of research being tried, the determination of informants in this research uses the purposive sampling method. In Sugiyono (2011: 96), purposive sampling method is a method of determination illustration with a special estimate. In this research, illustrations are obtained based on specific criteria, especially those who understand the research case, namely regarding the ability of employees in business regulations .

## **RESULTS AND DISCUSSION**

The analytical method used in this research is a procedure for analyzing qualitative information to be tried and then penetrated in an interactive way at every step of the research until it ends. Information presented by researchers by grouping information in an analytical way in the form of stories so that it is easy to understand in various interactions between parts in a complete condition. The quality of activities is the quality of an employee or employee in terms of carrying out their duties. The quality of activity also refers to the quality of the source of people's energies such as insight, expertise, and expertise possessed by a person as an employee or employee. The quality of activities includes self-ability, maximum activity results, activities and enthusiasm. Furthermore, the research results are based on the Grand theory, which is used as a philosophy for Hasibuan (2003), namely:

### **Self-potential**

Self-ability is a skill, power, either unrealized or granted, that a person has, but has not yet been fully visible or used to the fullest. In the condition of the quality of the activities of the employees, the rules of effort at BBPMPPV BBL already have insight into administration. The administrations in BBPMPPV BBL Area are personnel administration, household administration, and correspondence administration. Although the business management employees at BBPMPPV BBL already have knowledge about administration, both personnel administration, household administration and correspondence administration, the knowledge they have is not deep, because there are still employees who are not for the right duration. Not only that, it also greatly affects the results of an employee's work.

### **Optimal Work Results**

Maximum activity results must be owned by an employee, employees must be able to share the best results, one of which can be observed from the body's production capacity, quality of activities, number of activities. There are also the results of observations of researchers with informants regarding the quality of activities. Are the current business employees able to complete the administrative obligations of the correspondence that are their responsibility? It can be observed that the employees of the rules for the administration



of correspondence can complete the obligations that are their responsibilities. Employees always complete their duties, starting from collecting staffing information to be included in Sinde, or making staffing matters. The administrative obligations of correspondence matters which are also their responsibility, they can do obediently and on time .

### **Work process**

The activity process is a level, especially where employees carry out their obligations and positions in a body, through this activity the employee's abilities can be observed from the expertise in programming activities, being innovative in carrying out the profession, assessing corrective actions. The professions that are tried by the employees of the Effort Rules are always under the supervision of the Head of Effort Rules, but the results of their workers are always observed by the head of the BBPMPPV BBL. If there is an error in the profession that is attempted by the employee of the law, then a warning will be given and told this is wrong and guidance for the employee who carries it out is supervision. And if a business employee who has done something professional encounters a mistake and wants to be called and reprimanded if what he did was wrong, and told what was right. And if there are errors from employees who do not comply, then there will be an SP (Call Message) for employees of the business rules in the BBPMPPV BBL Area. Researchers consider that employees of the effort rules contained in the BBPMPPV BBL Area are initiatives, initiatives here are observed from employees who, if given the obligation, do it quickly and do not delay the work.

### **Enthusiasm**

Enthusiasm is an action where an employee pays attention to his profession, this can be seen from the arrival, implementation of obligations, encouragement of activities, commitment to activities. Employees of the Effort Rules at this school seem enthusiastic in carrying out their duties. Then if there is a job that is quite a lot and must be completed quickly they can do it according to the planned duration target. Business management employees can complete work within a short duration target, employees are combined and given guidance from the head of business management regarding allotment of obligations so that they can be completed within the planned duration target, business staff members help each other. Business management employees have great enthusiasm, proven good arrivals, fast in carrying out obligations because they have great drive and commitment.

Based on the results of research on employee activities, the rules for the efforts of BBPMPPV BBL Area are of good quality. This is evidenced by the results of questions and answers, monitoring and selection that from the level of learning there is less potential because the learning framework is not suitable. However, employees have been given nursery training related to their respective professional aspects. The professional results of the BBL Area BBPMPPV efforts are maximized. The employees of the BBPMPPV BBL Area are on time, seen from all professions such as personnel administration, household administration, and correspondence administration, which are handled quickly and consistently. When given an employee's obligation to do so, he immediately tries to do it and



does not hold back the job. In the way of working, the employees of the research effort regulations consider that the employees of the BBPMPPV BBL Area initiative view that the initiative here is observed from employees who, if submitted, have the obligation to immediately do it.

It can be concluded that each employee has a program of activities and has the initiative in carrying out obligations and there is an assessment of corrective action from the head of the BBPMPPV BBL Area and the head of the effort rules section if there is a wrong profession. Corrective action is usually immediate when the work completed by the BBL Area BBPMPPV employee is observed by the BBL Area BBPMPPV head and the head of the BBL Area business management section. The employees of the BBL Area BBPMPPV efforts have great enthusiasm. The enthusiasm of the employees for the BBPMPPV BBL Area program is evidenced by a good arrival which arrives and returns according to the hours of activity, quickly performs obligations if someone assigns obligations, employees at SMA Negeri 1 Bengkulu Tengah do it right away and don't hold back, They have the drive and high commitment.

## **CLOSING**

### **Conclusion**

Based on research results and reviews of the Quality of Employee Activities, the BBL Area BBPMPPV Effort Rules are of good quality. Based on the philosophy for Hasibuan (2003) can be described as follows:

1. The self-efficacy of the BBL Area BBPMPPV efforts at the learning level has less potential because the learning framework does not match. However, employees of the BBL Area BBPMPPV efforts have been submitted for nursery training related to their respective professional aspects.
2. The results of employee activities under the BBLPMPV BBL Maximum Area, observed from all professions, such as personnel administration, student administration, and archivist or inventory administration, were worked on quickly and in a timely manner. When given an employee's obligations under the BBL Area's BBLPMPV efforts, he immediately did it and did not hold back.
3. The method of employee activities is the BBL Area BBPMPPV effort rules, each employee has an activity program and has the initiative in carrying out obligations and there is an assessment of corrective actions from the BBL Area BBPMPPV head and the head of the effort rules section if there is a wrong profession.
4. BBL Area BBPMPPV employees have great enthusiasm, great enthusiasm is evidenced by good arrivals who arrive and return according to business hours, quickly carry out obligations if there are those who share obligations, BBL Area BBPMPPV employees do it right away and don't hold back, They have high drive and commitment.

### **Suggestion**

Based on the results of the research conclusions above, the researchers recommend that if you want to recruit employees, you should not only look at the educational background



for the bachelor's degree, but should also look at the aspects of knowledge or fields belonging to business management employees. For example, business management employees should have a bachelor's degree in administrative aspects so that business management employees understand that the existing administration is managed.

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