

Performance Of State Civil Services In Hasanah Village In Providing Public Services During Covid-19 Pandemic

Yana Seftiyana¹

¹Universitas Muhamamadiyah Jember, Indonesia

DOI: <https://doi.org/10.32528/iss.v1i1.28>

*Correspondensi: Yana Seftiyana

Email: yanaseftiyana123@gmail.com

Published: Januari, 2022



Copyright: © 2022 by the authors. Submitted for possible open access publication under the terms and conditions of the Creative Commons Attribution (CC BY NC) license (<http://creativecommons.org/licenses/by/4.0/>).

Abstract: The phenomenon of the Covid-19 Pandemic in Indonesia does not prevent any State Civil Servant (ASN) from carrying out their obligations as State servants. Although the Government finally decided to adopt a Large-Scale Social Restriction (PSBB) policy as outlined in Permenkes No. 9 of 2020 concerning PSBB guidelines in the context of the Acceleration of Handling Covid-19, in which ASNs work from home or Work From Home (WFH). The arrangement of ASN work during the pandemic is contained in the Circular of the Minister of PANRB No.19 of 2020 concerning Adjustments to the Work System of State Civil Apparatus in Efforts to Prevent the Spread of Covid-19 in Government Agencies. The delivery of public services continues as usual by still paying attention to the Covid-19 health protocol. Village Government agencies carry out the delivery of public services in accordance with the principles and standards of public services in accordance with statutory regulations.

Keywords: Performance, ASN, Pandemic, Public Service

INTRODUCTION

As we all know, the Covid-19 pandemic has attacked several countries in the world with a frightening and terrible disease. Starting in early 2020, the Covid-19 pandemic has become a world health problem. This case was preceded by information from the World Health Organization (WHO) at the end of December 2019, which stated that a cluster of pneumonia cases with unclear etiology occurred in Wuhan City, Hubei Province, China. This case then developed to various countries including Indonesia.

The existence of this virus in Indonesia made the Government finally decide to adopt a Large-Scale Social Restriction (PSBB) policy as outlined in Permenkes No. 9 of 2020 regarding PSBB guidelines for the Acceleration of Handling Covid-19 Permenkes [3] concerning PSBB Guidelines for the Acceleration of Handling COVID-19, 2020). The PSBB policy has an impact in all fields, be it political, social, economic, education and others. In addition, the government also urges to do psychal distancing and social distancing.

Psychal and social distancing as well as this PSBB make everyone have to keep a distance from each other. Almost all activities are diverted to online or virtual remote activities. Including government agencies making efforts to prevent and break the chain of transmission of the Covid-19 virus by making work from home policies or working from home. Both in terms of public services to the community as well as part of a series of processes carried out online.

To protect the State Civil Apparatus (ASN) or their working employees, several government agencies have issued work from home policies in public services to the public. This policy was formulated in the Circular of the Minister of Empowerment of State Civil Apparatus and Bureaucratic Reform Number 19 of 2020 concerning Adjustment of the Work System of State Civil Apparatus in Efforts to Prevent the Spread of Covid-19 in Government Agencies (SE 19/2020) [7].

Thus, SE 19/2020 is intended as a guideline for the State Civil Apparatus (ASN) in government agencies to work in their respective homes or residences in carrying out their official duties. However, the personnel guidance officer must also ensure that there are structural officials at least two levels to continue carrying out their duties in the office so that governance and public services to the community are not hampered. In other words, government agency offices are not simply vacated, but there are still employees who work either shifting or alternating.

Public services such as managing Identity Cards (KTP), driving licenses (SIM), land certificates, business permits and others can be done online. Because ASN works from home, so there is a combination of direct services and online services in managing public services Daton [5].

Based on the previous explanation, the following problems can be formulated:

1. How was the performance arrangement of the State Civil Servants (ASN) during Covid-19?
2. How Are the Performance Indicators of the State Civil Servants (ASN) Measured during Covid-19?
3. How Do Government Agencies Carry Out Public Services During Covid-19?

RESULT AND DISCUSSION

For case studies or object from government agency offices in this paper, the authors use the village office in the village itself, namely the Hasanah Village Office, Mappedeceng District, North Luwu Regency, South Sulawesi Province. Like other offices, the covid-19 pandemic also requires every village apparatus and ASN to work online if there is a meeting. However, village officials and ASN not only work online, but also meet in person at the village office while still paying attention to the covid-19 health protocol.

Even in a pandemic situation and conditions, the Hasanah village office still provides public services to people in need according to what it will take care of. Therefore, it will be discussed about how the performance of ASN and / or village apparatus is arranged, how the performance indicators of the village apparatus and ASN are measured, and how the Hasanah village office provides public services to the community during the COVID-19 pandemic.

Before we discuss these three things, we need to know in advance the definition of ASN in accordance with Law Number 5 of 2014 concerning State Civil Apparatus. In Chapter I General Provisions Article 1 Paragraph (1) what is meant by "State Civil Apparatus, hereinafter referred to as ASN, is a profession for civil servants and government employees with a work agreement who works for government agencies". Furthermore, in Paragraph (2), what is meant by "State Civil Servant, hereinafter referred to as ASN Employee, is a civil servant and government employee with a work agreement abbreviated by an official of personnel guidance and assigned to a government position or assigned to other State duties and is paid based on laws and regulations" Kemenkeu [1].

Whereas in Paragraph (3) what is meant by "Civil Servants, hereinafter abbreviated as PNS, are Indonesian citizens who meet certain conditions, are appointed as ASN Employees on a permanent basis by an official of personnel guidance to occupy government positions". Furthermore, in Paragraph (4) what is meant by "Government Employees with Work Agreements, hereinafter abbreviated as PPPK, are Indonesian citizens who meet certain conditions, who are appointed based on a work agreement for a certain period of time in the context of carrying out government duties" Kemenkeu [1].

In every village government agency or village office including the Hasanah village office, there is an ASN, namely the Village Secretary as a Civil Servant (PNS). In accordance with the provisions of Article 202 of Law Number 32 Year 2004 concerning Regional Government, the Village Secretary who fulfills the statutory regulations will be gradually appointed as Civil Servants (PNS). The terms and procedures for the appointment of a village secretary to become a civil servant are regulated by the Republic of Indonesia Government Regulation Number 45 of 2007 concerning the Requirements and Procedures for Appointing Village Secretaries to become Civil Servants Kemenkumham [2].

1. Structuring the Performance of the State Civil Apparatus (ASN) during the Covid-19 Pandemic

More clearly, the performance arrangement of the State Civil Apparatus (ASN) has been regulated in Law Number 5 of 2014 concerning State Civil Apparatus. In working, Law Number 5 of 2014 is the key to implementing accountable governance of government resources or having accountability for responsibility and management of human resources is the government's priority. The implementation of policy and management for the State Civil Apparatus (ASN) is carried out on the basis of proportional, professionalism, effective, efficient and accountable principles in order to achieve increased bureaucratic performance.

During the Covid-19 pandemic, ASNs in every government agency including those working as bureaucratic employees in the Hasanah village government agency worked by following the regulations issued by PANRB. The Ministry of State Apparatus Empowerment and Bureaucratic Reform (PANRB) issued a circular regarding the adjustment of the ASN work system during the Covid-19 period as a guideline for government agencies including Hasanah Village government agencies. This means that the performance arrangement of the State Civil Apparatus (ASN) who works as an employee at the Hasanah Village institution works in accordance with the ASN performance arrangement issued by PANRB.

The circular contained in the PANRB Ministerial Circular No.19 of 2020 intends or aims to prevent and minimize the spread and reduce the risk of Covid-19 within government agencies in particular and in the wider community in general. In addition, this circular letter is to ensure that the implementation of duties and functions of each government agency can run effectively in order to achieve the performance of each organizational unit in government agencies.

Circular Letter Number 19 of 2020 is valid until May 29, 2020. Seeing the unstable situation and conditions in Indonesia due to Covid-19, the State Civil Servant Utilization and Bureaucratic Reform (PANRB) has reissued Circular No.57 of 2020 which regulates the extension of the implementation of work from home (WFH) for the State Civil Service (ASN) until June 4, 2020. This extension is intended to prepare a new normal plan for ASNs in work.

Adjustment of the work system for ASN in government agencies, namely being able to work in a Work From Home (WFH) or work from home. To attend the meeting held by the Hasanah Village Agency, the existing ASNs still adhere to the Covid-19 health protocol, namely by using a mask and maintaining a minimum distance of 1 meter in a room that is set as possible. But if there is a meeting with all Regional Civil Servants, the Village Secretary usually meets virtually or online, as well as if there is an important meeting or instructions from the Regent or Regional Head.

In this case the performance arrangement of the State Civil Apparatus during the Covid-19 pandemic is in accordance with the PANRB 19/2020 Circular. ASN continues to work as usual, but what distinguishes during this pandemic is the conditions that must comply with health protocols in order to maintain and prevent the spread and transmission of the corona virus in government agencies and in the community.

2. Performance Indicators of State Civil Servants (ASN) During the Covid-19 Pandemic

The Covid-19 pandemic period requires ASNs to work from home or Work From Home (WFH) in accordance with SE 19/2020 by PANRB. Although ASN works from home, performance as a State Civil Servant remains a priority in public services. ASN performance arrangements have been regulated in Law no. 5/2014 concerning State Civil Servants (ASN), to measure the performance indicators of ASN on April 26 2019 President Joko Widodo has signed Government Regulation (PP) Number 30 of 2019 concerning Performance Assessment of Civil Servants (PNS) or State Civil Servants.

This civil servant performance appraisal aims to ensure the objectivity of civil servant coaching which is based on an achievement system and a career system. The assessment is carried out based on performance planning at the individual and unit or organizational level, taking into account the targets, achievements, results and benefits achieved, as well as the behavior of civil servants. Assessment of the performance of civil servants or state civil servants is carried out based on principles, namely, objective, measurable, accountable, participatory and transparent [4].

This civil servant performance appraisal is carried out in a PNS Performance Management System such as work planning; implementation, work monitoring, and work coaching; performance assessment; follow-up; and civil servant performance information systems. Every government agency that does not have and make it or already has a PNS Performance Management System must be based on a Ministerial decision and evaluated together [4].

Referring to the Hasanah Village government agency, the performance of ASNs which can be measured through objective principles such as ASN or the village secretary works to serve public services to the community objectively to anyone even though during a pandemic like this. For the measurable principle, in terms of public services, the community does not have to be complicated and not complicated, for example dealing with documents, so that the target or achievement can be measured in providing the documents needed by the people who administer it.

Accountability is the responsibility or responsibility of ASN to continue working to serve the community despite the pandemic, by still paying attention to SE 19/2020 PANRB and still paying attention to the Covid-19 health protocol. A PNS or State Civil Apparatus (ASN) must also participate or participate in preventing the transmission of the Covid-19 virus by working from home according to existing regulations. In serving the community, the Village Secretary as the ASN is also participative or can also be a participant for people who need services. And the last one is transparent or open to all people. So that people who will take care of something get clarity and are not confused about what to do when administering public services such as correspondence.

When these principles have been implemented by ASNs, the performance appraisal indicators have been achieved. In work, of course, there is planning, implementation, monitoring to coaching, which can be measured as an indicator of performance appraisal if it is running according to objectives or is effective. More clearly, ASN performance appraisal indicators can be measured if ASNs have performed their performance in accordance with the performance principles of PNS or ASN, by measuring or identifying what has been done or done in carrying out their duties as State Civil Servants.

3. Public Services by Hasanah Village Government Agencies During the Covid-19 Pandemic

During a pandemic like this, public services to the community are of course improved even more. In accordance with Article 1 Paragraph (1) of Law Number 25 Year 2009 concerning Public Services, it is stated that "Public Service is an activity or series in the framework of fulfilling service needs in accordance with statutory regulations for every citizen and resident of goods, services, and services. / or administrative services provided by public service providers".

In implementing or administering public services to the community, of course there are principles and service standards. Service standards are benchmarks that are used as guidelines for service delivery and reference for assessing service quality as an obligation and promise of providers to the community in order to provide quality, easy, fast, regular, and affordable services.

The implementation of public services by the Hasanah Village government agency at the time of Covid-19 was still in accordance with the Covid-19 health protocol and still prioritizing the best service standards. The implementation of public services must be based on public interest, legal certainty, equal rights, balance of rights and obligations, professionalism, participatory equality of treatment / non-discrimination, openness, accountability, facilities and special treatment for vulnerable groups, timeliness, and speed, convenience and affordability.

Hasanah Village government agencies provide public services to the community at the village office while still paying attention to the covid-19 health protocol. People who come to take care of documents must wear masks. In addition, the Hasanah Village office has also provided a hand sanitizer and a flowing hand washing area to clean hands. In addition, during a pandemic like this, many economies of the community are affected, according to orders from the President that Village Funds are used for Direct Cash Assistance to all affected communities except those who have received the Family Hope Program, Direct Non-Cash Assistance, Pre-Work Cards and the like. However, the distribution of BLT in Hasanah Village was not distributed to all communities except those mentioned above. In reality, there are still rights inequality that occur or are not in accordance with the principles of public service.

The transparency of the Village Fund itself is indeed lacking, so that the community has many questions. Before the new normal, people returning from overseas had already provided a special quarantine place, namely the old Village Hall, but many people chose to quarantine at their respective homes, because there was no clarity from village officials or officials. So that the community is confused about whether to actually be told to quarantine at the old Village Hall or not, because it seems like they are not paying attention, in the end people are quarantined in their respective homes. For data collection on people who have just returned from overseas, the community immediately reports themselves to the pustu in Hasanah Village or to the local midwife.

CONCLUSION

The Covid-19 pandemic has had a huge impact on the social life of the community, both the government and the people. The existence of this pandemic in which humans are not allowed to crowd or gather, thus issuing a Large-Scale Social Restriction (PSBB) regulation. The State Civil Apparatus (ASN), employees / employees, many company workers have a day off or Work From Home (WFH).

State Civil Servants who undergo Work From Home (WFH) or work from home online still have to provide the best service to the community. The ASN performance arrangement during Covid-19 has been regulated in PANRB Circular Letter Number 19 of 2020. The performance indicators of ASN can also be measured by the achievements or targets of their work in accordance with the principles such as objective, accountable, measurable, transparent, and participatory as available. in PP No. 30 of 2019 concerning Performance Assessment of Civil Servants (PNS).

Likewise, the public services provided by government agencies are still in accordance with service standards. Public service delivery must be based on public interest, legal certainty, equality of rights, balance of rights and obligations, professionalism, participatory equality of treatment / non-discrimination, openness, accountability, facilities and treatment. specifically for vulnerable groups, timeliness, and speed, convenience and affordability. Public services at the Government Agency or the Hasanah Village Office are carried out by adhering to the Covid-19 health protocol, using masks, maintaining distance, and also washing hands before entering the room.

REFERENCE

- [1] Retrieved from jdih.kemenkeu.go.id: <https://jdih.kemenkeu.go.id/fullText/2014/5TAHUN2014UU>.
- [2] Retrieved from ditjenpp.kemenkumham.go.id: [://ditjenpp.kemenkumham.go.id/arsip/ln/2007/pp45-2007.pdf](https://ditjenpp.kemenkumham.go.id/arsip/ln/2007/pp45-2007.pdf).
- [3] *Permenkes 9 tahun 2020 tentang Pedoman PSBB dalam rangka Percepatan Penanganan COVID19*, 2020, www.jogloabang.com: <https://www.jogloabang.com/kesehatan/permenkes-9-2020-pedoman-psbb-rangka-percepatan-penanganan-covid-19>.
- [4] *PP 30 Tahun 2019 tentang Penilaian Kinerja Pegawai Negeri Sipil*. Retrieved Juli 2, 2020, from www.jogloabang.com: <https://www.jogloabang.com/pustaka/pp-30-2019-penilaian-kinerja-pegawai-negeri-sipil>.
- [5] Daton, D. B. *Work From Home, Pelayanan Publik Masa Covid-19*. 2020, <https://ombudsman.go.id/artikel/r/artikel--work-from-home-pelayanan-publik-masa-covid-19>.
- [6] Jide, A., "Kinerja Aparatur Terhadap Pelayanan Publik Di Kantor Desa Timoreng Panua Kecamatan Panca Rijang Kabupaten Sidenreng Rappang", 2020.
- [7] Menpanrb, H. (2020, Mei 12). *ASN Kerja dari Rumah Kembali Diperpanjang Hingga 29 Mei 2020*. Retrieved Juni 28, 2020, from www.menpan.go.id: <https://www.menpan.go.id/site/berita-terkini/asn-kerja-dari-rumah-kembali-diperpanjang-hingga-29-mei-2020>.
- [8] Rendra Risto Wuri, M. K., "Kinerja Aparatur Pemerintah Desa Dalam Meningkatkan Pelayanan Publik (Studi di Desa Singsingon Kecamatan Passi Timur Kabupaten Bolaang Mongondow)" *Jurnal Eksekutif*, 2017.
- [9] Yesi Nur Agustina, Y. C., "Efektivitas Kinerja Aparatur Dalam Pelayanan Administrasi Kependudukan (Studi Pada Kantor Kecamatan Balong Kabupaten Ponorogo)", *Jurnal Respon Publik*, 2020.