

**PENERAPAN SISTEM PENILAIAN PRESTASI KERJA
PEGAWAI NEGERI SIPIL
DI LINGKUNGAN BIRO HUMAS DAN PROTOKOL
SEKTRETARIAT DAERAH PROVINSI JAWA TIMUR**

ABSTRAK

Penelitian ini bertujuan untuk mengetahui bagaimana respon dan tanggapan PNS di lingkungan Biro Humas dan Protokol Sekretariat Daerah Provinsi Jawa Timur terhadap penerapan sistem penilaian prestasi kerja PNS, untuk mengetahui faktor pendukung dan faktor penghambat penerapan sistem penilaian prestasi kerja PNS dan untuk mengetahui dampak penerapan sistem tersebut terhadap kinerja PNS di Biro Humas dan Protokol. Jenis penelitian yang digunakan bersifat kualitatif deskriptif yaitu metode yang berusaha menggambarkan keadaan objek penelitian pada saat sekarang berdasarkan data dan fakta yang tampak, dalam hal ini adalah penerapan sistem penilaian prestasi kerja PNS di Biro Humas dan Protokol. Pengumpulan data dilakukan dengan menggunakan teknik penelitian lapangan yaitu teknik wawancara. Narasumber dalam penelitian ini yaitu Kepala Biro Humas dan Protokol, Kepala Bagian PPI, Kepala Bagian Protokol, Kepala Bagian Media dan Dokumentasi, Kepala Sub-Bagian Tata Usaha serta staf di Biro Humas dan Protokol.

Hasil penelitian menggambarkan bahwa respon dan tanggapan PNS di Biro Humas dan Protokol bermacam-macam, ada yang menanggapi dengan positif negatif tergantung dari pemahaman masing-masing PNS mengenai sistem penilaian prestasi kerja PNS. Faktor pendukung dalam penerapan sistem ini adalah Peraturan Pemerintah Nomor 46 Tahun 2011 tentang Sistem Penilaian Prestasi Kerja Pegawai Negeri Sipil, Peraturan Kepala BKN Nomor 1 Tahun 2013 tentang Petunjuk Teknis Peraturan Pemerintah Nomor 46 Tahun 2011 dan peran dari pimpinan. Faktor penghambat dalam penerapan sistem penilaian prestasi kerja PNS adalah kurangnya sosialisasi, belum berjalannya sistem remunerasi yang merupakan reward dari hasil penilaian dengan sistem tersebut serta belum adanya fungsi khusus dari SKPD terkait yaitu Badan Kepegawaian Daerah (BKD) dan Biro Organisasi. Sedangkan dampak penerapan sistem tersebut terhadap kinerja PNS di Biro Humas dan Protokol belum terlihat secara signifikan, dikarenakan penerapan sistem penilaian ini masih berjalan satu tahun sehingga belum ada alat ukur keberhasilannya, hal tersebut akan dilakukan dalam tahap evaluasi sistem. Saat ini masih dalam tahap uji coba. Saran yang penulis berikan adalah Memaksimalkan peran pimpinan untuk memberikan penjelasan dan kontrol langsung kepada para staf serta mampu membagi habis tugas dan jabatan berdasarkan prinsip keadilan dan objektif, Mengoptimalkan fungsi SKPD pendukung yaitu BKD dan Biro Organisasi, dan Segera menerapkan remunerasi di lingkungan Pemerintah Daerah Provinsi Jawa Timur sesuai dengan kemampuan daerah.

Kata Kunci : Kinerja Pegawai, Sistem Penilaian Prestasi Kerja PNS

**CIVIL SERVANTS ACHIEVEMENT ASSESSMENT SYSTEM
IMPLEMENTATION IN THE PUBLIC RELATION AND PROTOCOL
BUREAU OF EAST JAVA PROVINCIAL SECRETARIAT**

ABSTRACT

The purpose of this research is to describe responses and views by civil servants of Public Relation and Protocol Bureau of East Java Provincial Secretariat towards the achievement assessment system implementation, to identify the supporting and bogged down factors of the civil servants achievement assessment system implementation and to identify the impact of such implementation on the civil servants performance in the Public Relation and Protocol Bureau. The type of research used is descriptive qualitative as a method to describe the current condition of the object of the research based on the actual data and fact, in this case is the civil servants achievement assessment system implementation in the Public Relation and Protocol Bureau. Data collection conducted by field research technique in the form of interview. The interviewees includes Head Officer of Public Relation and Protocol Bureau, Head Officer of PPI Division, Head Officer of Protocol Division, Head Officer of Media and Documentation Officer, Head Officer of Administration Sub-division and the staffs of Public Relation and Protocol Bureau.

Research findings described that responses and views by Civil Servants of Public Relation and Protocol Bureau are varied, some are positive and some are negative depend on the civil servants' individual understanding of the civil servant achievement assessment system. The supporting factors to the system implementation in research are Government Regulation Number 46 of 2011 concerning Civil Servant's Achievement Assessment System, Head of BKN Regulation Number 1 of 2013 concerning Implementation Guidelines to the Government Regulation Number 46 of 2011 and the roles of the leader. The bogged down factors to the civil servants achievement assessment system implementation are inadequate socialization, uncertainty of remuneration system implementation which determined the reward to assessment results output by the system and the relevant SKPD which is the Provincial Office of Personnel Management (BKD) and the Organization Bureau. Whereas the impact of such system implementation on the civil servants' performance of the Public Relation and Protocol Bureau hasn't showed a significant result, this can be best explained by it is just a year has elapsed since it was implemented for the first time thus no approach has been developed to measure its success, such measurement is to be made in the system evaluation stage. It is currently still in testing phase. The recommendation by the researcher are the roles of the leader maximization in make clear and direct control to staffs and leader's ability to delegate tasks and responsibilities based on the principle of fairness and objective, optimization of supporting SKPD function which is the BKD and the Organization Bureau, and provide the certainty necessary for the remuneration implementation in the Government of East Java Province according to the budget availability.

Keywords: Employee Performance, Civil Servants Achievement Assessment