

# **The Role of Supervisory Aspects in The Effectiveness of Public Service Performance**

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## **Abstract**

This study aims to find out and analyze how the influence of Supervision variables on Performance. This study uses a quantitative approach in processing data and information obtained. The population in this study is all Civil Apparatus at the Social Service, Women's Empowerment and Child Protection of Batu Bara Regency which was obtained using census techniques. In this study, data was collected using questionnaires, interviews and documentation studies. The results of the questionnaire answers were processed using a regression analysis method using a statistical product and service solution program. The results showed that partial supervision had a positive and significant effect on performance.

**Keyword:** Supervision, Performance

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## Introduction

Employee performance is important in every agency. Existing employees who are in contact with the public must be service-oriented (J. L. Gibson, J. M. Ivancevich, and J. H. Donnelly, 2017). Employee performance will be maximum if the influencing factors can be met. In a provincial government agency, civil servants have a great influence if they expect high public service performance. Human resources play a very important role as implementers of various activities carried out by the organization (A. Nitisemito, 2014). Success or failure in achieving organizational goals is largely determined by employee performance.

An organization is a collection of several people with various backgrounds, personality characteristics, thoughts and habits that are different from each other but have the same goal in advancing the organization (K. F. Ferine, A. R., and M. F. Rahmadhana, 2021). For the achievement of the successful implementation of their duties, a good communication strategy is needed in every face of task problems. In carrying out office activities, of course, there is a communication between one person and another to convey information. Because in a social relationship is inseparable from communication. Every organization, including a company, has a common goal to be achieved so that every member of the organization strives to realize these goals (A. Setiawan, 2024).

The goals of an organization are difficult to achieve if each member of the organization does not have a good performance in doing and completing every task and responsibility in the organization or company (M. Y. Insan and S. S. Batubara, 2021). The Social Service for Women's Empowerment and Child Protection of Batu Bara Regency is one of the local government agencies of Batu Bara Regency which has the main functions and duties to plan, implement, direct, supervise and control all activities in the social sector, Women's Empowerment and Child Protection are in accordance with local government policies. The main problem in supervision is focused on the work supervision of civil servants in very weak agencies, one of which is caused by the absence of clear and firm supervision standards owned by agencies (A. A. Waruru and L. Simanullang, 2022). Employee indiscipline continues throughout the year without experiencing significant changes. Although there are many employees who are really disciplined and work professionally, there are still many employees who work not in accordance with the rules and norms of the agency.

This weak supervision can also be seen from the number of disciplinary punishments given by agencies to employees is also very low in 2021 and 2022. This is because disciplinary punishment will not really be carried out as long as the problem can still be covered up or resolved behind closed doors (M. T. Daulay, 2019). Disciplinary punishment is divided into 3 types of punishment, namely:

1. Light disciplinary punishment consisting of: verbal reprimand, written reprimand, and dissatisfaction statement.
2. Moderate disciplinary punishment consisting of: postponement of periodic salary increase for one year, postponement of promotion for one year, and demotion to a lower level for one year.
3. Severe disciplinary punishment consisting of: demotion to a lower level for three years, transfer in the context of a lower level of demotion, exemption from office, honorable dismissal not at one's own request as a state civil servants (ASN), and dishonorable dismissal as a state civil servants (ASN).

## The Role of Supervisory Aspects

Data on disciplinary punishments that have been provided by agencies from 2022-2023 can be seen in Table 1 as follows:

**Table 1.** Recapitulation of Disciplinary Punishment Data in 2022-2023

Month	2022			2023		
	Light	Medium	Heavy	Light	Medium	Heavy
Januari	0	0	0	1	0	0
Februari	1	0	0	0	0	0
Maret	0	1	0	0	0	0
April	0	0	0	0	2	0
Mei	0	1	0	0	0	0
Juni	0	0	0	2	0	0
Juli	0	0	0	0	0	0
Agustus	1	0	0	0	0	0
September	0	0	0	1	0	0
Oktober	1	0	0	0	0	0
November	0	0	0	1	0	0
Desember	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>0</b>

Data Source: Social Service for Women's Empowerment and Child Protection of Batu Bara Regency (2024)

Table 1 shows that in 2022 there were only 3 cases of light disciplinary punishment, 2 cases of moderate disciplinary punishment, and no cases of severe disciplinary punishment. In 2023 there was an increase in the disciplinary punishments given, where in 2023 there were 5 cases of light disciplinary punishment, 2 cases of moderate disciplinary punishment, and no cases of severe disciplinary punishment. Based on the observations made, the existing disciplinary punishments are very few compared to the daily indiscipline attitude of civil servants. This shows that there are still problems with supervision and work discipline in state civil servants (ASN) at the Social Service for Women's Empowerment and Child Protection of Batu Bara Regency.

## Research Methodology

This study uses an associative approach with a correlational analytical design. Correlational research aims to reveal the correlative relationship between variables (Rusiadi, N. Subiantoro, and R. Hidayat, 2016). The object of this study focuses on the Performance of Civil Apparatus within the Social Service, Women's Empowerment and Child Protection as many as 48 ASN. Data was obtained by distributing questionnaires directly or through the intermediary of the Google Form application. The data were analyzed by multiple regression method, by conducting a partial hypothesis test.

## Result

### Partial Test Result

A partial test (t-test) was performed to see if the free variable (X) had a significant influence on the bound variable (Y).

**Table 2.** Partial Test ResultCoefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.035	1.244		1.182	.000
	Supervisory	.247	.091	.311	.194	.000

a. Dependent Variable : Performance

Based on the regression results, it was found that:

- A constant value of 1.035 means that if the Supervision variable is valued at 0, then the Performance variable is valued at 1.035.
- The value of the Beta coefficient of the Organizational Culture variable is 0.247, meaning that every increase in the Organizational Culture variable, Performance will increase by 247 points assuming that other variables are considered constant.

### Coefficient Determination (R<sup>2</sup>)

The determination coefficient (R<sup>2</sup>) was carried out to see how the variation in the value of the performance variable was affected by the variation in the value of the independent variable. The determination coefficient is determined by the value of R Square, which can be seen in the table below:

**Table 3.** Determination Coefficient Test ResultsModel Summary<sup>b</sup>

Model	R	R Square	Adjusted Square	R Std. Error of the Estimate
1	.142 <sup>a</sup>	.211	.207	0.973

a. Predictors: (Constant), Supervisory

b. Dependent Variable: Performance

Table 3 shows that the R Square value is 0.207 which means that the percentage of influence of the supervision variable on the performance variable is equal to the value of the determination coefficient or 20.7%. While the remaining 79.3% was influenced or explained by other variables that were not included in this research model.

### Discussion

#### **The Effect of Supervision on the Performance of Civil Apparatus in the Social Service, Women's Empowerment and Child Protection of Batu Bara Regency.**

The hypothesis proposed in this study reads: partial supervision has a positive and significant effect on the performance of civil servants of the Social Service for Women's Empowerment and Child Protection of Batu Bara Regency. Based on the results of the analysis of the test results that have been carried out, it is known that the Supervision variable has a regression value of 0.247 which indicates that supervision has a positive effect on employee performance, so that the better the supervision that employees have, the more employee performance will increase, on the contrary, the lower the supervision owned, the lower the employee performance.

The positive direction shows that if supervision increases, then employee performance will increase, on the other hand, if supervision decreases, employee performance will also decrease.

## The Role of Supervisory Aspects

In other words, when supervision consisting of determining standards, conducting measurements, having a work implementation process, making comparisons, and taking corrective actions increases, then employee performance will also increase.

The results of this study are in accordance with the purpose of the research carried out, namely to determine the effect of partial supervision on the performance of civil servants of the Social Service of Women's Empowerment and Child Protection of Batu Bara Regency and this goal has been achieved. The results of this study have also answered the formulation of the problem, namely whether partial supervision has a positive and significant effect on the performance of civil servants of the Social Service for Women's Empowerment and Child Protection of Batu Bara Regency, so that it is possible to improve the performance of civil servants at the Social Service for Women's Empowerment and Child Protection of Batu Bara Regency through supervision has been answered.

## Conclusion

Based on the results of research and discussion conducted using spss, in this chapter the author provides a conclusion based on the previous chapter. Based on the parial test (t), a significance value of  $0.000 < 0.05$  was obtained so that  $H_0$  was rejected and  $H_a$  was accepted. So it can be concluded that variable X, Supervision has a positive and significant influence on variable Y, Performance of State Civil Apparatus in Social Service, Women's Empowerment and Child Protection in Batu Bara district.

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