

ABSTRAK

ANALISIS EFEKTIVITAS PENINGKATAN KOMPETENSI DALAM MENINGKATKAN KINERJA PEGAWAI DI KANTOR CAMAT MEDAN BARAT

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Penelitian ini bertujuan menganalisis proses peningkatan kompetensi pegawai di Kantor Camat Medan Barat dalam menunjang kinerja dan menganalisis peran motivasi kerja sebagai penghubung dalam meningkatkan kinerja pegawai melalui peningkatan kompetensi di Kantor Camat Medan Barat. Menggunakan pendekatan kualitatif deskriptif, data dikumpul melalui wawancara tidak terstruktur dengan Camat, Kepala Seksi Kepegawaian, pegawai pelaksana, dan Kepala Sub Bagian, observasi partisipan, serta dokumentasi. Analisis data mengikuti model Miles dan Huberman (reduksi, penyajian, penarikan kesimpulan/verifikasi) dengan triangulasi untuk keabsahan. Hasil penelitian menunjukkan proses peningkatan kompetensi komprehensif melalui identifikasi berbasis SKP-evaluasi kinerja, pelatihan digital-pelayanan publik (partisipasi 70-85%, penyelesaian >90%), dan evaluasi pasca-pelatihan yang meningkatkan kualitas, kuantitas, inisiatif, serta disiplin kerja. Tantangan anggaran dan jadwal diatasi via strategi inklusif. Motivasi kerja berperan sebagai mediator krusial, mengubah kompetensi menjadi performa nyata melalui dorongan intrinsik (Self-Determination Theory) dan ekstrinsik (Expectancy Vroom), menghasilkan pegawai proaktif, mandiri, dan inovatif yang mendukung pelayanan publik adaptif pasca-pandemi.

Kata Kunci: Efektivitas, Kompetensi, Kinerja Pegawai, Kecamatan Medan Barat

ABSTRACT

ANALYSIS OF THE EFFECTIVENESS OF COMPETENCY IMPROVEMENT IN ENHANCING EMPLOYEE PERFORMANCE AT THE WEST MEDAN DISTRICT OFFICE

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This research aims to analyse the process of improving employee competence at the West Medan Sub-District Office in supporting performance and to analyse the role of work motivation as a link in improving employee performance through competence improvement at the West Medan Sub-District Office. Using a descriptive qualitative approach, data was collected through unstructured interviews with the sub-district head, the head of the personnel section, implementing employees, and the head of the sub-division, participant observation, and documentation. Data analysis followed the Miles and Huberman model (reduction, presentation, conclusion/verification) with triangulation for validity. The results of the study show a comprehensive competency improvement process through SKP-based performance evaluation identification, digital training in public services (70-85% participation, >90% completion), and post-training evaluations that improve the quality, quantity, initiative, and discipline of work. Budget and schedule challenges were overcome through inclusive strategies. Work motivation played a crucial mediating role, transforming competency into actual performance through intrinsic (Self-Determination Theory) and extrinsic (Expectancy Vroom) drives, resulting in proactive, independent, and innovative employees who support adaptive post-pandemic public services.

Keywords: Effectiveness, Competence, Employee Performance, West Medan District