

ABSTRAK

ARTATI, 2024. Analisis Efektivitas Penerapan e-Kinerja Pada Dinas Perdagangan dan Perindustrian Kabupaten Gowa, dibimbing oleh Muh Ikram Idrus dan Edi Jusriadi.

Penelitian ini bertujuan untuk menganalisis implementasi sistem kinerja elektronik (e-kinerja) dan mengidentifikasi faktor-faktor pendukung dan penghambat penerapan sistem kinerja elektronik (e-kinerja) pada Dinas Perdagangan dan Perindustrian Kabupaten Gowa. Metode yang digunakan dalam penelitian ini adalah analisis kualitatif. Informan kunci dalam penelitian ini adalah Kepala Bidang Perdagangan dan Kepala UPT Metrologi serta pegawai. Data yang dikumpulkan mencakup data primer melalui wawancara. Teknik analisis yang digunakan dalam penelitian ini adalah analisis interaktif Miles dan Herberman (1984) melalui beberapa tahapan yaitu pengumpulan data, reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa seluruh tema menunjukkan implementasi sistem e-kinerja belum efektif pada Dinas Perdagangan dan Perindustrian Kabupaten Gowa yang ditunjukkan dua alasan empiris. Alasan pertama berdasarkan hasil wawancara kepada informan yang secara eksplisit menjelaskan perilaku pegawai yang menunjukkan belum efektifnya implementasi sistem e-kinerja. Alasan kedua berdasarkan data sekunder yang menunjukkan belum efektifnya implementasi sistem e-kinerja. Terdapat tiga faktor utama dalam mendukung sistem kinerja elektronik (e-kinerja) yaitu (1) kesadaran akan manfaat; (2) kebutuhan akan inovasi; (3) adopsi teknologi baru di kantor. Faktor-faktor penghambat antara lain kurangnya pemahaman teknologi, keterbatasan sumber daya manusia (operator), alokasi waktu pegawai dan prioritas pekerjaan, akses teknologi dan keterbatasan pelatihan atau sosialisasi dalam e-kinerja.

Kata Kunci: Efektivitas penerapan, e-kinerja, faktor pendukung dan faktor penghambat.

ABSTRACT

ARTATI, 2024. *Analysis of the Effectiveness of Implementing e-Kinerja at Dinas Perdagangan dan Perindustrian at Gowa Regency, supervised by Muh Ikram Idrus and Edi Jusriadi.*

This research aims to analyze the implementation of the electronic performance system (e-kinerja) and identify supporting and inhibiting factors for the implementation of the electronic performance system (e-kinerja) at the Gowa Regency Trade and Industry Service. The method used in this research is qualitative method. The key informants in this research were the Head of the Trade Division and the Head of the Industry Division as well as employees. The data collected includes primary data through interviews. The analysis technique used in this research is Miles and Herberman's (1984) interactive analysis through several stages, namely data collection, data reduction, data presentation, and drawing conclusions.

The research results show that all themes indicate that the implementation of the e-kinerja system has not been effective in the Gowa Regency Trade and Industry Service, which is indicated by two empirical reasons. The first reason is based on the results of interviews with informants who explicitly explain employee behavior which shows that the implementation of the e-kinerja system has not been effective. The second reason is based on secondary data which shows that the implementation of the e-kinerja system has not been effective. There are three main factors in supporting electronic performance systems (e-kinerja), namely (1) awareness of the benefits; (2) the need for innovation; (3) adoption of new technology in the office. Inhibiting factors include lack of understanding of technology, limited human resources (operators), employee time allocation and work priorities, access to technology and limited training or socialization in e-kinerja.

Keywords: *Implementation effectiveness, e-performance, supporting factors and inhibiting factors..*