

ABSTRAK

Sucipto, 2024. Analisis Pengembangan Kompetensi Sumber Daya Aparatur Pelayanan Sosial pada Sentra "Gau Mabaji" Gowa. Dibimbing oleh Burhanuddin dan Ihyani Malik.

Kompetensi merupakan syarat penting untuk keberhasilan suatu organisasi dalam mencapai tujuan (Hasibuan, 2006). Oleh karena itu, pengembangan kompetensi pegawai bagi suatu organisasi adalah mutlak diperlukan. Kajian tentang pengembangan kompetensi pegawai telah banyak dilakukan, namun masih sedikit yang mengkaji pengembangan kompetensi pegawai pada bidang pelayanan sosial. Oleh karena itu, penelitian ini sangat menarik untuk diteliti.

Penelitian ini dilaksanakan selama dua bulan di Sentra "Gau Mabaji" di Gowa sebagai lokus pelaksana program pelayanan sosial Kementerian Sosial RI. Jenis penelitian ini adalah kualitatif. Informan penelitian berjumlah 6 (enam) orang pegawai Sentra "Gau Mabaji" di Gowa. Data penelitian ini didapatkan melalui observasi, wawancara, dan dokumentasi. Tahap analisis data yang dilakukan adalah pengumpulan data (*data collection*), reduksi data (*data reduction*), penyajian data (*display data*), pengambilan keputusan (*conclusion: drawing/verifying*). Serta dibantu dengan alat bantu analisis data yakni software Nvivo 12 plus.

Hasil penelitian menunjukkan bahwa dari aspek keterampilan, organisasi ini memberikan perhatian serius terhadap pengembangan keterampilan pegawai mereka dengan mengidentifikasi keterampilan yang diperlukan untuk melaksanakan tugas-tugas dengan efektif dan menyelenggarakan pelatihan yang sesuai. Sementara dari aspek pengetahuan, Sentra "Gau Mabaji" di Gowa berinvestasi dalam pengembangan pengetahuan pegawai mereka dengan memberikan akses ke sumber-sumber pembelajaran dan mendorong pegawai untuk terus belajar dan meningkatkan pengetahuan mereka. Kemudian dari aspek sikap, organisasi ini mempromosikan sikap seperti motivasi, etika, kemampuan beradaptasi, kepemimpinan, dan inovasi agar dapat menciptakan budaya organisasi yang sehat dan produktif.

Kata kunci : Pengembangan Kompetensi, Pelayanan Sosial.

ABSTRACT

Sucipto, 2024. The Analysis of Competency Development of Social Service Apparatus Resources at Gowa "Gau Mabaji" Center. Supervised by Burhanuddin and Ihyani Malik.

Competence is an important requirement for the success of an organization in achieving its goals (Hasibuan, 2006). Therefore, developing employees' competency for an organization is absolutely necessary. Many studies have been conducted on employees' competency development, but few have studied employees' competency development in the field of social services. Therefore, this research was very interesting to be studied.

This research was carried out for two months at "Gau Mabaji" Center in Gowa as the implementation locus for the Indonesian Ministry of Social Affairs' social service program. This type of research was qualitative. The research informants were 6 (six) employees at "Gau Mabaji" Center in Gowa. This research data was obtained through observation, interviews and documentation. The data analysis stages carried out were data collection, data reduction, data display, decision making (conclusion: drawing/verifying). And assisted with data analysis tools, namely Nvivo 12 plus software.

The research results showed that from the skills aspect, these organizations pay serious attention to developing the skills of their employees by identifying the skills required to carry out tasks effectively and organizing appropriate training.

Meanwhile, from the knowledge aspect, "Gau Mabaji" Center in Gowa invests in developing the knowledge of their employees by providing access to learning resources and encouraging employees to continue learning and improving their knowledge.

Then from the attitude aspect, this organization promotes attitudes such as motivation, ethics, adaptability, leadership and innovation in order to create a healthy and productive organizational culture.

Keywords: *Competency Development, Social Services.*



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