



Performance Evaluation of Government Section Employees at The Mappak District Office, Tana Toraja District

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Evaluation, Performance, Employees

Abstract

The aim of this research is to evaluate the performance of government section employees at the Mappak District office, Tana Torja Regency. In the context of the regional autonomy policy provided by Law Number 32 of 2014, regional governments have a greater responsibility to accelerate regional development and improve community welfare. One important aspect of implementing the regional autonomy policy is improving the performance of public services, which is realized through evaluating the performance of government officials. The Mappak District Office has a significant role in providing administrative and government services at the local level. Evaluation of the performance of the government section is carried out to identify successes, obstacles and improvements in the delivery of public services. These performance evaluation parameters include the smoothness of the administrative process related to service operational standards, the ability of the government section to work in accordance with existing duties and functions, the response from the surrounding community regarding government services, the relationship that exists between the government section and the surrounding community and the availability of facilities to support activities and government section services at the Mappak sub-district office, Tana Toraja Regency. With continuous evaluation and continuous improvement efforts, it is hoped that the performance of government can continue to improve in providing effective and efficient services to the community. The results of this evaluation will be the basis for continuous improvement and development, so that government section employees at the Mappak sub-district office, Tana Toraja Regency can provide better services to the community on an ongoing basis.



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1. Introduction

The regional autonomy policy in Law Number 32 of 2014 concerning Regional Government, explicitly provides broad autonomy to regional governments to manage and manage various interests and welfare of regional communities (Asmorowati, Schubert, & Ningrum, 2022; Dutta & Fischer, 2021; Leonhardt et al., 2022). Local governments must optimize regional development that is oriented towards the interests of the community. Through Law Number 32 of 2014, local governments and communities in the regions are more empowered and given greater responsibility to

accelerate the pace of regional development (Hermawati, Ririh, Ariyani, Helmi, & Rosaira, 2023; Li & Wu, 2012; Skjølsvold & Coenen, 2021). In line with this, the implementation of regional autonomy policy has encouraged changes, both structurally, functionally and culturally in the order of regional government. One of the most essential changes concerns the position, main duties and functions of sub-districts which were previously regional devices within the framework of the principle of deconcentration, changing their status to regional devices within the framework of the principle of decentralization (Laksito, 2024; Rasmini & Nugroho, 2023).

As a regional apparatus, the sub-district head in carrying out its duties receives delegation of authority from and is responsible to the regent/mayor. Sub-district administration arrangements in terms of formation, position, duties and functions are legally regulated by Government Regulations (Diansyah, 2023; Jayagupta & Phumessawatdi, n.d.; Safitri, Lambelanova, & Ernawati, 2023). *Kecamatan* is one of the regional apparatuses of the district/city local government that functions to provide services to the community. Where in providing services always prioritize the quality of public services so that the people served get satisfaction "In providing services, always prioritize the quality of public services so that the people served get satisfaction" (Boke, Ma'na, & Rantererung, 2024; Darlin, Petrus, & Tandi, 2021).

Therefore, the success of City Government public services is largely determined by the success rate of public service delivery at the sub-district level. The Mappak sub-district office, located in Tana Toraja Regency, is an ethnic government that has significant responsibility for administrative and government services at the local level.

This research was conducted at the Mappak sub-district office of Tana Toraja Regency. The type of research conducted is qualitative research, where this research describes and analyzes phenomena, events, attitudes, beliefs and activities of individuals and groups. According to (Creswell, 2015; Creswell & Creswell, 2017) qualitative methods are a collection of methods that analyze and understand more deeply the meaning of individuals and groups as social or humanitarian problems.

The results of the researchers' observations at the research location obtained data that: until now Mappak sub-district is still a 3T area status (outermost, lagging and foremost), 75% of sub-district axis roads are still clay, do not have a PLN network, lighting sourced from PLMH and PLTS which depends entirely on natural conditions, does not have a Telkomsel network, Wifi networks are only available at village offices with a maximum range of only 25 meters and there are more than 95% of the population Farmers are traditional farmers by profession.

According to the results of the researcher's observations, the researcher will conduct an evaluation related to the performance of employees in the government section. Performance evaluation The government section at the Mappak sub-district office has an important role in carrying out administrative duties and other services to the community. This evaluation also aims to identify successes, obstacles, and potential improvements in the delivery of public services. This evaluation is carried out with various parameters covering key aspects such as smooth administrative processes, management of administrative documents, security and order, service to the community, budget and resource management, ability to deal with change, communication between sections, cooperation with the community, achievement of goals and targets, community satisfaction and other supporting facilities. Continuous evaluation and continuous improvement will help improve the effectiveness and efficiency of the government section in carrying out its duties and functions to serve the community well. With this evaluation, a comprehensive picture is also expected at the Mappak sub-district office.

The results of the evaluation will be the basis for continuous improvement and development, so as to increase effectiveness and efficiency in providing services to the community. The sustainability of this evaluation will also support the achievement of development goals and community welfare at the local level. The goal to be achieved by the government is to evaluate the performance of government section employees at the Mappak sub-district office of Tana Torja Regency

2. Materials and Methods

This research was conducted at the Mappak sub-district office of Tana Toraja Regency. The type of research conducted is qualitative research, where this research describes and analyzes phenomena, events, attitudes, beliefs and activities of individuals and groups. According to (Creswell & Creswell, 2017) qualitative methods are a collection of methods that analyze and understand more deeply the meaning of individuals and groups as social or humanitarian problems.

Data sources are obtained Primary Data. Primary data is data obtained directly by researchers on the object of research, for example questionnaires both in the Mappak sub-district office environment. Secondary Data. As supporting data, primary data obtained from the literature is in the form of relevant reading results.

Data Collection Method using Observation. Observation is a process of direct observation (Sugiyono, 2013). Interviews. Interviews are conducted with employees within the scope of the Mappak sub-district office. Researchers conducted interviews with resource persons and provided answers to these questions (Moleong, 2013: 186). Interviews were conducted with 10 informants, consisting of 7 (seven) sub-district employees, 1 (one) head of the valley, 1 (one) teacher and one medical personnel. Documentation. Is a variable data collection method in the form of transcripts, books, magazines and so on (Kuula, 2000).

Data Analysis Methods. This research uses Qualitative Descriptive method. The stage of the Descriptive Qualitative method (Stage in data analysis (Thorne, 2000)), as follows: Data Reduction: embracing the main and faculating important things. Display Data: Data that has been reduced is continued with presentation into narrative text, arriving at the right conclusion. Drawing Conclusions.

3. Results and Discussions

Mappak District is one of the 19 sub-districts in Tana Toraja regency. Mappak District is the westernmost of Tana Toraja region and is the farthest district from Makale the capital of Tana Toraja regency, which is 110 Km. Formed in 2004, Mappak sub-district consists of five (5) lembangs (villages) and one (1) kelurahan.

Informant Interview Results

In conducting this interview, 5 (five) questions were asked to 7 (seven) civil servants at the Mappak sub-district office, but served in different sections/sub-sections, 1 (one) lembang (village) head, 1 (one) teacher and 1 (one) medical personnel.

Table 1. Data Informers

No	Name of Informant	Job / Position
1	Adi Putra, ST	PNS/Sekcam
2	Yusprin A.Allolangi' , S.IP	PNS/Sosbud
3	Martinus,SS	PNS/Staf
4	Pasolo,SP,S.IP	PNS/Trantip
5	Paus,SP	PNS/Kasubag
6	Petrus, S.IP	PNS/Staf
7	Erwin	Head of Lembang
8	Seleman Sarrang,S.Th	Guru/Pendeta
9	Bungan, A.Md.Keb	Nurse/Midwife
10	Benidiktus Buttu,SE	PNS/Kasubag

Source : Informant Data Designed by Researchers, Year 2024

The list of statements is as follows: Have the services of the government section in Mappak sub-district been carried out in accordance with the operational standardization of services? Has the government section run according to its duties and on time? Does the government section get a good response from the public in carrying out its duties? What is the good relationship between the government section of the Mappak sub-district office and the surrounding community? What is the existence and availability of work facilities for the Mappak sub-district government section?

The assessment weight used by researchers is based on the opinion of Prof. Suharsimi Arikunto, the interval of assessment is as follows:

80 – 100 = Very Good(BS),

70 – 79 = Good(B),

60 – 69 = Enough(C),

50-59 =Neutral (N),

40-49=Buruk(BR)

Interview Results 1:

Name : Adi Putra, ST
 Position : District Secretary
 Education : S1

Table 2. Kuisions

No	Statement	Opinion of informants				
		BS	B	C	N	BR
1	Service conditions in mappak sub-district are carried out in accordance with service operational standards (SOPs)		√			
2	The ability of sub-district employees of the government section has been running according to the objectives and on time		√			
3	The services of the government section received a good response from the public			√		
4	Good relations between the government section of the Mappak sub-district office and the surrounding community			√		
5	The existence and availability of work facilities for the Mappak sub-district government section.		√			

Interview Results 2:

Name : Justprin A. Allolangi, SIP
 Position : Kasi Sosbud
 Education : S1

Table 3. Kuisioner

No	Statement	Opinion of informants				
		BS	B	C	N	BR
1	Service conditions in mappak sub-district are carried out in accordance with service operational standards (SOPs)			√		
2	The ability of sub-district employees of the government section has been running according to the objectives and on time		√			
3	The services of the government section received a good response from the public		√			
4	Good relations between the government section of the Mappak sub-district office and the surrounding community		√			
5	The existence and availability of work facilities for the Mappak sub-district government section.			√		

Interview Results 3:

Nama : Martinus, SS
 Job Title : Staff
 Education : S1

Table 4. Kuisioner

No	Statement	Opinion of informants				
		BS	B	C	N	BR
1	Service conditions in mappak sub-district are carried out in accordance with service operational standards (SOPs)		√			
2	The ability of sub-district employees of the government section has been running according to the objectives and on time		√			
3	The services of the government section received a good response from the public		√			
4	Good relations between the government section of the Mappak sub-district office and the surrounding community		√			
5	The existence and availability of work facilities for the Mappak sub-district government section.			√		

Interview Results 4:

Name : Pasolon, SP, S.IP
 Department : Kasi Trantib
 Education : S1

Table 5. Kuisiонер

No	Statement	Opinion of informants				
		BS	B	C	N	BR
1	Service conditions in mappak sub-district are carried out in accordance with service operational standards (SOPs)		√			
2	The ability of sub-district employees of the government section has been running according to the objectives and on time				√	
3	The services of the government section received a good response from the public		√			
4	Good relations between the government section of the Mappak sub-district office and the surrounding community		√			
5	The existence and availability of work facilities for the Mappak sub-district government section.				√	

Interview Results 5:

Name : Paus, SP
 Position : Head of Progran & Evaluation
 Education : S1

Table 6. Kuisiонер

No	Statement	Opinion of informants				
		BS	B	C	N	BR
1	Service conditions in mappak sub-district are carried out in accordance with service operational standards (SOPs)		√			
2	The ability of sub-district employees of the government section has been running according to the objectives and on time				√	
3	The services of the government section received a good response from the public		√			
4	Good relations between the government section of the Mappak sub-district office and the surrounding community				√	
5	The existence and availability of work facilities for the Mappak sub-district government section.				√	

Interview Results 6:

Name : Peter, S.IP
 Job Title : Staff
 Education : S1

Table 7. Kuisiонер

No	Statement	Opinion of informants				
		BS	B	C	N	BR
1	Service conditions in mappak sub-district are carried out in accordance with service operational standards (SOPs)		√			
2	The ability of sub-district employees of the government section has been running according to the objectives and on time				√	
3	The services of the government section received a good response from the public		√			
4	Good relations between the government section of the Mappak sub-district office and the surrounding community				√	

5	The existence and availability of work facilities for the Mappak sub-district government section.	√
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Interview Results 7:

Name : Erwin
 Department : Headlembang Sangpeparikan
 Education : S1

Table 8. Kuisioner

No	Statement	Opinion of informants				
		BS	B	C	N	BR
1	Service conditions in mappak sub-district are carried out in accordance with service operational standards (SOPs)		√			
2	The ability of sub-district employees of the government section has been running according to the objectives and on time		√			
3	The services of the government section received a good response from the public			√		
4	Good relations between the government section of the Mappak sub-district office and the surrounding community		√			
5	The existence and availability of work facilities for the Mappak sub-district government section.			√		

Interview Results 8:

Nama : Suleman Sarrang, S.Th
 Job Title : Teacher
 Education : S1

Table 9. Kuisioner

No	Statement	Opinion of informants				
		BS	B	C	N	BR
1	Service conditions in mappak sub-district are carried out in accordance with service operational standards (SOPs)		√			
2	The ability of sub-district employees of the government section has been running according to the objectives and on time			√		
3	The services of the government section received a good response from the public		√			
4	Good relations between the government section of the Mappak sub-district office and the surrounding community		√			
5	The existence and availability of work facilities for the Mappak sub-district government section.		√			

Interview Results 9:

Name : Bungan, A.Md.Keb
 Position : Midwife / nurse
 Education : D3

Table 10. Kuisioner

No	Statement	Opinion of informants				
		BS	B	C	N	BR
1	Service conditions in mappak sub-district are carried out in accordance with service operational standards (SOPs)			√		
2	The ability of sub-district employees of the government section has been running according to the objectives and on time			√		

3	The services of the government section received a good response from the public	√
4	Good relations between the government section of the Mappak sub-district office and the surrounding community	√
5	The existence and availability of work facilities for the Mappak sub-district government section.	√

Interview Results 10:

Nama : Benidiktus Buttu, SE
 Department : Kasubag Officer
 Education : S1

Table 10. Kuisisioner

No	Statement	Opinion of informants				
		BS	B	C	N	BR
1	Service conditions in Mappak sub-district are carried out in accordance with service operational standards (SOPs)		√			
2	The ability of sub-district employees of the government section has been running according to the objectives and on time		√			
3	The services of the government section received a good response from the public		√			
4	Good relations between the government section of the Mappak sub-district office and the surrounding community				√	
5	The existence and availability of work facilities for the Mappak sub-district government section.				√	

The assessment weight used by researchers is based on the opinion of Suharsimi Arikunto, the assessment interval is as follows: 80 – 100 = Very Good (BS), 70 – 79 = Good (B), and 60 – 69 = Sufficient (C).

The questions asked to 10 (ten) respondents were related to the operational standards of services carried out by the government section, 8 (eight) people gave answers to various assessments of 70-79 (Good) and 2 (two) people rated 60-69 (sufficient). Then the question concerning the understanding of tupoksi by the government section 6 (six) people gave a rating of 70-79 (Good) and 4 (four) respondents gave a value of 60-69 (Enough). For question 3 (three) related to general public satisfaction with the services provided by government section employees, there were 8 (eight) respondents gave a rating of 70-79 (Good) and 2 (two) informants gave a rating of 60-69 (Enough).

For the fourth question related to the relationship that has been established so far between the government section and the surrounding community, there were 5 (five) respondents 70-79 (good) and 5 (five) informants rated 60-69 (Enough). As for question 5 (five) related to the availability of supporting facilities for work carried out by the government section, 8 (eight) informants gave a rating of 60-69 (Sufficient), while 2 (two) people gave a rating of 70-79 (Good).

Table 11. Summary of Assessment Answers of 10 (ten) Informants

No	Question	Informant (person) Answer				
		C	B	BS	N	BR
1	Have the services of the government section in Mappak sub-district been carried out in accordance with service operational standards?	2	8	-	-	-
2	Has the government section run according to its duties and on time?	3	7	-	-	-
3	Does the government section get a good response from the public in carrying out its duties?	2	8	-	-	-

4	What is the good relationship between the government section of the Mappak sub-district office and the surrounding community?	5	5	-	-	-
5	How is the existence and availability of work facilities for the Mappak sub-district government section of Tana Toraja Regency?	8	2	-	-	-

Source: Data processed 2024

Table 12. Summary of percentage of Respondents' Answers

No	Question	Percentage of Informant Answers (%)		
		C	B	BS
1	Have the services of the government section in Mappak sub-district been carried out in accordance with service operational standards?	20%	80%	0%
2	Has the government section run according to its duties and on time?	30%	70%	0%
3	Does the government section get a good response from the public in carrying out its duties?	20%	30%	0%
4	What is the good relationship between the government section of the Mappak sub-district office and the surrounding community?	50%	50%	0%
5	How is the existence and availability of work facilities for the Mappak sub-district government section of Tana Toraja Regency?	80%	20%	0%

Based on the percentage of interview assessment of 10 (ten) respondents in this study, an answer can be drawn to the conclusion of the research results that the performance of the government section in general is considered good by correspondents. This shows that the government section is considered to have performed its duties and functions well and received positive appreciation from the public.

Performance of Government Section Employees at the Mappak District Office, Tana Toraja Regency

In Indonesian dictionary (2000) performance is defined as something achieved, achievement shown by work ability. Performance is the implementation of a plan that has been prepared, which is carried out by human resources who have the ability, competence, motivation, and interests (Saputra & Wibowo, 2017; Usman, Rambe, & Jufrizen, 2021). The performance action itself consists of many components and is not a result that can be seen at the utu moment as well. So based on performance is an individual thing, because each employee has different levels of ability in performing their duties. Performance is closely related to the combination of ability, effort, and opportunity obtained. This means that performance is the result of employee work in working for a certain period of time and the emphasis is on the work completed by employees in a certain period of time.

Employee performance is evaluated based on several key factors. First, performance evaluation includes the achievement of targets, efficiency in tasks, and contribution to subdistrict achievement. Furthermore, consistent and timely attendance is also an important consideration, demonstrating responsibility and commitment to the work. Discipline in carrying out duties, following procedures, and obeying rules are also aspects that are evaluated. Technical ability and expertise relevant to the task are also important considerations in the evaluation. The response or response of the community to the services and information provided is also an assessment factor, where the relationship between the presenter of information and users must be balanced. In addition, good relations with the surrounding community are also considered important, while the availability of operational support facilities for activities is still a concern because it is not commensurate with other offices or agencies. However, overall, the evaluation of employee performance in Mappak District was considered quite good by respondents (Sipi & Tandi, 2021).

The main obstacle for government section employees at the Mappak sub-district office

Obstacles are things that are often experienced in every activity we do, which is why there needs to be an evaluation in order to improve to minimize the obstacles in question. Regulation of the Minister of State Apparatus

Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 38 of 2012 states that Human Resources and Facilities.

Infrastructure is one of the assessment instruments of an office to see the level of employee agility in providing services to service users, and see that the facilities and infrastructure used for the service process have been used optimally. Another thing that needs to be addressed in the future by the OPD leadership of Mappak sub-district is that there is still a lack of creativity in the government section staff at the Mappak sub-district office is still a lack of creativity.

4. Conclusion

A positive assessment of the performance of the government section at the Mappak sub-district office of Tana Toraja Regency illustrates that they have successfully complied with the established service operational standards, carried out the tupoksi well, and responded well to the needs and expectations of the surrounding community. In addition, good relations between the government section and the local community are also an indication that the interaction between the two parties is effectively established. Although there are still some aspects that need to be improved, such as the availability of work support facilities, overall, this positive assessment shows that the performance of the government section in the Mappak sub-district office has reached a satisfactory level and strengthens their commitment to providing quality services for the community.

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