

## ABSTRAK

### EFEKTIVITAS KINERJA APARATUR SIPIL NEGARA (ASN) PADA MASA PANDEMI COVID-19 DI KANTOR DINAS PENGELOLAAN SUMBER DAYA AIR (PSDA) PROVINSI LAMPUNG

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Pandemi Covid-19 menyebabkan pemerintah memberlakukan berbagai strategi kebijakan pembatasan. Hal ini berdampak pada perubahan pola kerja bagi ASN di Kantor Dinas PSDA Provinsi Lampung yang bergerak pada bidang infrastruktur pengelolaan sumber daya air. Penelitian ini menggunakan metode deskriptif kualitatif dengan teknik pengumpulan data meliputi wawancara, observasi dan dokumentasi yang bertujuan untuk mengetahui gambaran efektivitas kinerja ASN pada masa pandemi Covid-19 di Kantor Dinas PSDA Provinsi Lampung serta faktor pendukung dan penghambat yang mempengaruhinya dengan mengacu pada indikator kinerja menurut Bernaddin dan Russel (2011) yaitu kualitas, kuantitas, ketepatan waktu, efektivitas biaya, kebutuhan pengawasan dan pengaruh interpersonal.

Hasil penelitian menunjukkan bahwa efektivitas kinerja ASN pada masa pandemi Covid-19 di kantor Dinas PSDA Provinsi Lampung dinilai kurang efektif karena ASN masih banyak mengalami kendala dalam proses mencapai tujuan yang menghambat proses penyelesaian pekerjaan yang dilaksanakan namun ASN tetap dapat mencapai target dan tujuan yang ditetapkan. Disisi lain Faktor pendukung kinerja ASN ialah komitmen kerja ASN, tersedianya fasilitas kantor yang memadai, penguasaan teknologi. Sedangkan faktor penghambatnya yaitu pemberlakuan sistem kerja piket, masih ada ASN yang memiliki komitmen kerja rendah, pimpinan memberikan kelonggaran terkait jam kerja, koordinasi belum berjalan efektif, terhambatnya pekerjaan yang memerlukan tanda tangan fisik, masih ada ASN yang belum memahami teknologi, dan penerapan refocussing yang berdampak pada pengurangan jumlah kegiatan yang sudah direncanakan.

**Kata Kunci:** *Efektivitas Kinerja, Aparatur Sipil Negara (ASN), Pandemi Covid-19, Kantor Dinas PSDA Provinsi Lampung.*

## **ABSTRACT**

### **PERFORMANCE EFFECTIVENESS OF STATE CIVIL APPARATUS (ASN) DURING THE COVID-19 PANDEMIC AT THE OFFICE OF WATER RESOURCES MANAGEMENT (PSDA) LAMPUNG PROVINCE**

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The Covid-19 pandemic has caused the government to impose various restriction policy strategies. This has an impact on changing work patterns for ASN at the Lampung Province PSDA's Office which is engaged in water resource management infrastructure. This study uses a qualitative descriptive method with data collection techniques including interviews, observation and documentation which aims to describe the effectiveness of ASN performance during the Covid-19 pandemic at the Lampung Provincial PSDA Office as well as supporting and inhibiting performance factors that influence it by referring to indicators according to Bernaddin and Russel (2011) such as quality, quantity, punctuality, cost effectiveness, need for supervision, and interpersonal influence.

The results of the study showed that the performance of ASN during the Covid-19 pandemic at the PSDA Office of Lampung Province based on indicators according to Bernaddin and Russell was considered less effective. because ASN still face many obstacles in the process of achieving goals that hinder the process of completing the work carried out but ASN can still achieve the targets and goals set. On the other hand, the supporting factors for ASN performance are ASN work commitment, the availability of adequate office facilities, and mastery of technology. While the inhibiting factors are the implementation of a picket work system, there are still ASN who have low work commitment, the leadership provides leeway regarding working hours, coordination has not been effective, delays in work that require physical signatures, there are still ASN who do not understand technology, and the implementation of refocusing which has an impact on reducing the number of activities that have been planned.

**Key Words:** *Performance Effectiveness, State Civil Apparatus (ASN), Covid-19 Pandemic, Lampung Province PSDA Office.*