

SUMMARY

RESTI. NIM : 202302020288. Performance Analysis of Employees at the Tresna Werdha Social Service Technical Implementation Unit (UPT PSTW) Jombang in Providing Social Services for the Elderly *Supervisor I*: Dr. Suwarno.,M.Si., *Supervisor II*: Dr. Imam Fachruddin, M.Si.

This study, entitled “*Performance Analysis of Employees at the Tresna Werdha Social Service Technical Implementation Unit (UPT PSTW) Jombang in Providing Social Services for the Elderly*”, examines the performance of employees in delivering social services for elderly residents. The background of this research lies in the strategic role of UPT PSTW Jombang as a government institution responsible for ensuring the welfare of the elderly through adequate social services, which requires optimal employee performance.

The purpose of this research is to analyze employee performance through three main aspects: ability, motivation, and role perception. A descriptive qualitative approach was employed, using in-depth interviews, observation, and documentation as data collection techniques. The informants consisted of the head of the institution, healthcare staff, caregivers, and elderly residents as service recipients. The collected data were analyzed thematically according to the research focus.

The findings reveal that: (1) **Employees’ ability** is generally adequate across leadership, healthcare, and caregiving levels, although limitations in facilities and the need for continuous training remain. (2) **Work motivation** is predominantly intrinsic, driven by spiritual values, social responsibility, personal satisfaction, and family support. Extrinsic motivation, such as financial incentives and recognition, also plays a role but is not the main factor. (3) **Role perception** is relatively clear, guided by standard operating procedures and leadership directions, and reinforced by teamwork. From the perspective of the elderly beneficiaries, employees’ roles are perceived as well-defined and provide a sense of safety and comfort.

The conclusion of this research is that the performance of UPT PSTW Jombang employees in providing social services for the elderly is generally good, supported by strong intrinsic motivation, clear role perception, and sufficient ability. However, further improvement in facilities, employee welfare, and continuous training is necessary to optimize performance.

Suggestions from the researcher for UPT PSTW Jombang to improve employee performance include enhancing and equalizing both technical and non-technical training for all employees, completing the lacking facilities and infrastructure, strengthening non-financial appreciation mechanisms to maintain employees’ intrinsic motivation, and developing employees in a structured manner. Suggestions for the East Java Provincial Social Service include designing a more regular and comprehensive evaluation program to ensure that employees’ roles are carried out in accordance with the Standard Operating Procedures.

Keywords: employee performance, social services, elderly, motivation, role perception.

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