



Performance of the Civil Service Police Unit and the Regional Fire Department of North Morowali Regency

Muhammad Rapi *; Suasa; Nia Marsella Kurniawati.

Public Administration Study Program, Universitas Tadulako, Palu, Indonesia

INFO ARTICLE

* Corresponding author;
muhrapi114@gmail.com

Keywords:

authority;
effectiveness;
efficiency;
performance;
responsibility.

ABSTRACT

In the era of regional autonomy, the function of public services became one of the focuses of attention in improving the performance of local government agencies, especially the fire department and the Civil Service Police Unit, but in reality the performance both of these government agencies was not as expected. This study aims to determine how the performance of the Civil Service Police Unit and the Regional Fire Department of North Morowali Regency. This type of research is descriptive qualitative and the basis of this research is a qualitative research method. Based on the results of the study that the performance of the Civil Service Police Unit and the Regional Fire Department of North Morowali Regency seen from the effectiveness and efficiency, authority and responsibility were quite good. However, in the aspect of employee discipline and initiative, the results are not optimal and need to be addressed, because there are still employees who are not familiar with the applicable rules regarding working time. The reason is that the employees do not come on time because the employees have to take care of household matters, and the motivation of the employees, especially the low honorariums, is due to the very minimal honorary salaries and the lack of human resources and facilities and infrastructure.



INTRODUCTION

The government has the function of providing public services needed by the community in the fields of education, health, administration and others where in its implementation a reliable and loyal workforce is needed (Helisia Margahana, 2020). The Government Service is one of the supporting elements for the implementation of regional autonomy in various fields in the context of implementing the tasks of decentralization. The importance of local government performance is stated in Law Number 23 of 2014 concerning Regional Government, which states that the efficiency and effectiveness of regional government administration needs to be improved (Jatmiko, 2020).

Performance is generally defined as a person's success in carrying out a job (Andayani & Tirtayasa, 2019). Every organization has great expectations so that employees can improve their best performance (Darmanto & Ariyanti, 2019). The success or failure of an organization in achieving its goals depends on its success rather than the individual organization itself in carrying out their duties (Marjaya & Pasaribu, 2019). The success of an organization cannot be separated from the good performance of the members of the organization, both individual performance and team performance (Ni'mah Sulfiani, 2019). The level of organizational performance can be seen from the extent to which the organization is able to achieve the goals, objectives, vision and mission that have been set. With the regional autonomy policy, the regional government is required to be able to develop and improve the various potentials possessed by the region through related agencies by improving organizational performance (Listusari et al., 2016). Organizations can perform their performance efficiently and effectively if they remain within the rules of their characteristics, namely considering the existing structure, hierarchical status, roles, and norms (Syukur et al., 2019). There is a need for performance management and performance evaluation, for example knowing what affects an employee's performance in order to increase employee productivity (Dian Rosela & Koesyanto, 2021).

In Regent Regulation Number 30 of 2019 concerning Duties, Functions, and Work Procedures of the Civil Service Police Unit and the North Morowali Fire Department, it is stated in the regulation that the Civil Service Police Unit has the task of enforcing regional regulations and maintaining public order and public peace as well as protecting the community. However, in reality the performance of the Civil Service Police Unit and the North Morowali District Fire Department has not been as expected. This phenomenon, among others, can be seen from; human resources, lack of motivation and sense of responsibility towards the duties and responsibilities carried out, operational budgets, and infrastructure for the Civil Service Police Unit and the Regional Fire Department of North Morowali Regency, especially in skill and managerial abilities, especially understanding the deepening of knowledge of indicators of legal aspects in perform duties in the field. The importance of the role of human resources in an organization in supporting the performance of workers.

According to Wirawan (2009), human resources are important because they play a role in mobilizing and synergizing other resources to achieve organizational goals (Kumalasari & Efendi, 2022). because human resources, motivation and responsibility, operational budget, infrastructure, and work discipline will affect the effectiveness of the performance of the civil service police unit of North Morowali Regency in this case the implementation of enforcement of regional regulations in Kolonodale, North Morowali Regency.

METHOD

The author of this study adopts a qualitative methodology while still taking note of the symptoms observed in the field (Niswaty et al., 2020). When analyzing qualitative data, one must read a large number of transcripts and look for patterns or differences before identifying themes and creating categories (Habib & Habib, 2021). This study uses purposive sampling, it is important to use sampling that aims to ensure the generalizability of the study and the consistency, reliability, and use of the data collected (Thomas, 2022). Data collection and processing is an important part of any research, be it qualitative or quantitative research. This study uses media such as interviews, questionnaires, observation and sampling in various fields in collecting data (Khalefa & Selian, 2021). This study's data analysis included numerous Miles & Huberman steps, including



data collection, data reduction, data presentation, and ultimately drawing inferences/verification. The author will map information in technical data analysis in accordance with research goals (Miles et al., 2018).

RESULT AND DISCUSSION

According to Mangkunegara that performance is the result of work in quality and quality achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. (Rizal Nabawi, 2019). By evaluating performance, efforts to improve performance can be carried out in a directed and systematic manner. Information about performance is also important to create pressure for service providers to the public to make changes in the organization.

Human Resources (HR) is the main element or central factor in an organization regardless of the form of the organization. Thus, human resources (HR), namely employees of an organization, including the Civil Service Police Unit and the North Morowali District Fire Department, must be managed effectively and efficiently in achieving their goals. Human Resources are also the key to success in carrying out a development in order to facilitate the achievement of national development targets, including the quality of humans and the Indonesian people as well as national discipline which is the embodiment of compliance with state law and norms prevailing in society. (Darim, 2020).

The Civil Service Police Unit and the Regional Fire Department of North Morowali Regency as the implementer of regional autonomy, so that every employee within the scope is required to have good performance, so that in carrying out the duties and functions carried out it can be carried out according to the procedures and applicable regulations so that performance improvement is considered as one of the effective and productive efforts to increase output in order to achieve maximum goals. To measure the performance of the civil service police and firefighters in the North Morowali Regency. The author uses the theory proposed by Suyadi Prawirosentono (2015:24-29) that there are 4 (four) indicators used to assess the performance of public service organizations, namely, effectiveness and efficiency, authority and responsibility, discipline and initiative.

Effectiveness and Efficiency

Every organization wants its goals to be achieved well, is required to be able to complete its tasks effectively and efficiently. It is said to be effective if the targets achieved are in accordance with predetermined policies and program plans. While efficient if all the facilities needed to achieve the goal are relatively smaller than the results achieved (Arif Tri Atmaja et al., 2018). The effectiveness and efficiency of employees is the origin of the success of the organization, because the effectiveness of individuals (employees) will produce a level of group effectiveness, the effectiveness of this group moves in an organization that has a common goal or can be said to be the level of organizational effectiveness. The organization, in this case the civil service police and firefighters in the northern Morowali district, was shown to achieve organizational goals in a predetermined time. The effectiveness and efficiency of civil service police units and local firefighters in North Morowali Regency is quite good, this is because employees in carrying out their duties and responsibilities are always directed to comply with the applicable Standard Operating Procedures (SOP).

Authority and Responsibilities

The organization is a system that affects each other if one of the sub-systems is damaged, it will affect the other sub-systems. The system can run properly if the individuals in it are obliged to regulate it, which means as long as the members or individuals still like and carry out their responsibilities as they should, the organization will run well (Triastuti, 2019). Authority and responsibility are very important things and must be owned by every individual, as well as in the organizational environment, the attitude of responsibility that grows from an employee will have an impact on the applied aspect in carrying out the authority delegated by superiors. Every employee is equipped with the authority to do a job and every authority has a responsibility. So every job must provide accountability in accordance with the authority. Therefore, the smaller the authority,



the smaller the responsibility and vice versa. Based on the level of authority and responsibility of the civil service police unit and local firefighters, it is quite good, this can be seen from the implementation of the tasks carried out by employees in the office, although sometimes it is not optimal, the attitude of responsibility of the employees themselves still needs to be improved through self-awareness of each employee.

Discipline

Work discipline can be defined as an attitude of respect, respect, obedience and obedience to the applicable regulations, both written and unwritten and being able to carry out unavoidably by accepting the sanctions if he violates the duties and authorities given to him. Discipline is a management action that encourages employees to meet various standard provisions that must be met by employees. The provisions that have been set by the organization are certainly an emphasis on each employee. An employee who has a high level of discipline will continue to work well even without being supervised by superiors, will not steal work time to do other things that are not related to work, will obey existing regulations in the work environment with high awareness without there is a sense of compulsion (Setyawati Kristianti et al., 2021). The indiscipline of employees in carrying out their duties is very detrimental to the community, where people need services but employees are not yet in the office, causing disappointment for the community itself. The Civil Service Police Unit and the Regional Fire Department are not included in the indicators of work discipline that are quite good, it is necessary to improve the quality of the employees themselves in accordance with applicable regulations.

Initiative

Initiative is a person's ability to do something without waiting for orders in advance with the aim of improving or improving work results, creating new opportunities or to avoid problems. One's initiative is related to thinking power, creativity in the form of ideas to plan something related to organizational goals. initiative is the same as talking about how an employee thinks in planning ideas and realizing those related to organizational development. To be able to see the initiative of employees in an agency, it can be seen from their activeness in providing ideas in organizational development towards a better direction based on the vision and mission of an organization. The performance of employees of the Civil Service Police Unit and the Regional Fire Department when measured by employee initiative indicators, the results are quite good, but to be even better in the future it is necessary to hold periodic evaluations of all forms of achievements that have been made and find solutions to existing problems, for example motivation employees who are still low, so that they can improve employee performance to be more productive in supporting the achievement of organizational goals.

CONCLUSION

Based on the discussion that has been described that the performance of the Civil Service Police Unit and the Regional Fire Department of North Morowali Regency has not been maximized, this is measured by the theory put forward by Suyadi Prawirosentono which contains 4 (four) indicators used to assess the performance of public service organizations, namely, effectiveness and efficiency, authority and responsibility, discipline and initiative. Based on the assessment using this theory, it can be seen that there are problems in employee performance, especially in the Discipline section where in the case of the community requiring services but employees have not yet come to work, their lack of discipline in carrying out their obligations is very detrimental to the community and makes the community disappointed.

**REFERENCE**

- Andayani, I., & Tirtayasa, S. (2019). Pengaruh Kepemimpinan, Budaya Organisasi, Dan Motivasi Terhadap Kinerja Pegawai. *Maneggio: Jurnal Ilmiah Magister Manajemen*, 2(1), 45–54.
<https://doi.org/10.30596/maneggio.v2i1.3367>
- Arif Tri Atmaja, Djoko Santoso, & Patni Ninghardjanti. (2018). Penerapan Sistem Otomatisasi Administrasi Untuk Meningkatkan Efektivitas Dan Efisiensi Kerja Di Bidang Pendapatandinas Perdagangan Kota Surakarta. *Jurnal Informasi Dan Komunikasi Administrasi Perkantoran*, 2.
- Darim, A. (2020). Manajemen Perilaku Organisasi Dalam Mewujudkan Sumber Daya Manusia Yang Kompeten. In *Jurnal Manajemen Pendidikan Islam e-ISSN: On Process* (Vol. 1).
- Darmanto, R. F., & Ariyanti, A. (2019). Kepemimpinan Dan Budaya Organisasi Dalam Mempengaruhi Motivasi Serta Dampaknya Terhadap Kinerja Pegawai Dinas Pemadam Kebakaran Bekasi. *Jurnal Pengembangan Wiraswasta*, 21(2), 103. <https://doi.org/10.33370/jpw.v21i2.303>
- Dian Rosela, F., & Koesyanto, H. (2021). Faktor-Faktor yang Berhubungan dengan Kinerja Pemadam Kebakaran di Dinas Pemadam Kebakaran Article Info. *IJPHN*, 1(3), 571–576.
<https://doi.org/10.15294/ijphn.v1i3.47905>
- Habib, M., & Habib, M. S. (2021). *Analyze Quantitative and Qualitative Research Qualitative and Quantitative Research Approaches*.
- Helisia Margahana. (2020). *Kepemimpinan dan Pengaruhnya Terhadap Kinerja Pegawai Satuan Polisi Pamong Praja dan Dinas Pemadam Kebakaran Oku Timur*.
- Jatmiko, B. (2020). Pengaruh Pengawasan Internal, Akuntabilitas Dan Transparansi Terhadap Kinerja Pemerintah Daerah Kabupaten Sleman (Survei Pada Seluruh Satuan Kerja Perangkat Daerah Kabupaten Sleman). *Jurnal Akuntansi Trisakti*, 7(2), 231–246. <https://doi.org/10.25105/jat.v7i2.7446>
- Khalefa, E. Y., & Selian, N. (2021). *Non-Random Sample Strategy in Qualitative Art-Related Studies*. 8(1).
- Kumalasari, P., & Efendi, S. (2022). Pengaruh kompensasi, lingkungan kerja, dan kepemimpinan terhadap kinerja karyawan melalui kepuasan kerja sebagai variabel intervening pada dinas pemadam kebakaran kota Depok. *Jurnal Ilmiah Akuntansi Dan Keuangan*, 4(7), 2022.
<https://journal.ikopin.ac.id/index.php/fairvalue>
- Listusari, P., Putu, I., Yudartha, D., & Supriyanti, W. (2016). *Analisis Kinerja Dinas Pemadam Kebakaran Dalam Upaya Pencegahan dan Penanggulangan Bahaya Kebakaran (Studi Kasus Dinas Pemadam Kebakaran dan Penyelamatan Kabupaten Badung)*.
- Marjaya, I., & Pasaribu, F. (2019). Pengaruh Kepemimpinan, Motivasi, Dan Pelatihan Terhadap Kinerja Pegawai. *Maneggio: Jurnal Ilmiah Magister Manajemen*, 2(1), 129–147.
<https://doi.org/10.30596/maneggio.v2i1.3650>
- Miles, M., Huberman, A., & Saldaña, J. (2018). *Qualitative data analysis: A methods sourcebook*.
[https://www.google.com/books?hl=id&lr=&id=lCh_DwAAQBAJ&oi=fnd&pg=PP1&dq=Miles,+M.+B.,+Huberman,+A.+M.,+%26+Salda%3%B1a,+J.,+\(2018\).+Qualitative+data+analysis:+A+methods+sourcebook.+Sage+publications&ots=2SfsJFAm7g&sig=cYyvSaXevSAo8oJPM_XYLS6Il98](https://www.google.com/books?hl=id&lr=&id=lCh_DwAAQBAJ&oi=fnd&pg=PP1&dq=Miles,+M.+B.,+Huberman,+A.+M.,+%26+Salda%3%B1a,+J.,+(2018).+Qualitative+data+analysis:+A+methods+sourcebook.+Sage+publications&ots=2SfsJFAm7g&sig=cYyvSaXevSAo8oJPM_XYLS6Il98)
- Ni'mah Sulfiani, A. (2019). *Kinerja Pegawai Di Dinas Pemadam Kebakaran Dan Penyelamatan Kota Palopo*.
- Niswaty, R., Nasrullah, M., Akib, H., & Salam, R. (2020). Sistem Pelayanan Pembentukan Koperasi di Dinas Koperasi dan UKM Kota Makassar. *Journal of Public Administration and Government*, 2.
- Rizal Nabawi. (2019). Pengaruh Lingkungan Kerja, Kepuasan Kerja dan Beban Kerja Terhadap Kinerja Pegawai. *Jurnal Ilmiah Magister Manajemen*, 2.
- Setyawati Kristianti, L., Affandi, A., Sunarsi, D., & Rozi, A. (2021). *Pengaruh Motivasi Dan Disiplin Kerja Terhadap Kinerja Pegawai Pada Dinas Pariwisata Purwakarta*.
- Syukur, A., Stie, D., & Mamuju, M. (2019). Analisis Faktor-Faktor Yang Mempengaruhi Kinerja Pegawai Pada Kantor Satuan Polisi Pamong Praja Dan Pemadam Kebakaran Provinsi Sulawesi Barat. In *Jurnal Ilmiah Ilmu Manajemen* (Vol. 1, Issue 2).



Volume 5 Nomor 2 Agustus 2023

Journal of Public Administration and Government

journal homepage :: <https://jurnal.fisip.untad.ac.id/index.php/JPAG>



-
- Thomas, F. B. (2022). *The Role of Purposive Sampling Technique as a Tool for Informal Choices in a Social Sciences in Research Methods*. 2(5). www.justagriculture.in
- Triastuti, D. A. (2019). Pengaruh Lingkungan Kerja, Kompetensi Dan Iklim Organisasi Terhadap Kinerja Pegawai. *Journal of Management Review*, 2(2), 203. <https://doi.org/10.25157/jmr.v2i2.1796>