

THE EFFECT OF PKH FACILITATOR'S PERFORMANCE TOWARDS THE KPM'S SATISFACTION IN SUBDISTRICT OF SUWAWA TENGAH GORONTALO PROVINCE

Delviyanti Daud¹, Lisda L. Asi²

^{1,2}Jurusan Manajemen Fakultas Ekonomi Universitas Negeri Gorontalo
e-mail: delvidaud@gmail.com

Abstract: This research aims to know the effect of the Program Keluarga Harapan (PKH) Facilitator's performance in the Subdistrict of Suwawa Tengah Gorontalo Province. This research was conducted on the Keluarga Penerima Manfaat ((KPM) in the Subdistrict of Suwawa Tengah, Gorontalo Province by distributing questionnaires to respondents who have met the predetermined sample standards so that the data in this research are primary. The population in this study was 329 people and 77 samples were taken out of that population. Data collection was obtained from observations, questionnaires, and documentation. Data analysis used in this research was a simple regression. The analysis was conducted with SPSS 23. The result shows that there is a significant relationship between the variable of facilitator performance and the satisfaction of the Keluarga Penerima Manfaat (KPM) with the value of r_{hitung} 6.195, more than the value of r_{table} 1,992. The value of R square is 0.339 or 33.9%, the variability of Keluarga Penerima Manfaat (KPM) can be explained by the facilitator performance variable while the remaining 66.1% can be explained by other variables not examined in this study such as motivation and supporting facilities for Keluarga Penerima Manfaat (KPM) satisfaction.

Keywords: PKH Facilitator Performance; KPM Satisfaction

Abstrak: Penelitian ini bertujuan untuk mengetahui pengaruh kinerja Fasilitator Program Keluarga Harapan (PKH) di Kecamatan Suwawa Tengah Provinsi Gorontalo. Penelitian ini dilakukan pada Keluarga Penerima Manfaat (KPM) di Kelurahan Suwawa Tengah Provinsi Gorontalo dengan menyebarkan kuesioner kepada responden yang telah memenuhi standar sampel yang telah ditetapkan sehingga data dalam penelitian ini termasuk kategori data primer. Populasi diambil sebanyak 329 orang dan 77 orang di antaranya dijadikan sampel. Pengumpulan data diperoleh dari observasi, angket, dan dokumentasi. Analisis data yang digunakan dalam penelitian ini adalah regresi sederhana. Analisis dilakukan dengan SPSS 23. Hasil penelitian menunjukkan bahwa terdapat hubungan yang signifikan antara variabel kinerja fasilitator dengan kepuasan Keluarga Penerima Manfaat (KPM) dengan nilai r -hitung 6,195 lebih besar dari nilai r -tabel 1,992. R square adalah 0,339 atau 33,9%, variabilitas Keluarga Penerima Manfaat (KPM) dapat dijelaskan oleh variabel kinerja fasilitator sedangkan sisanya 66,1% dapat dijelaskan oleh variabel lain yang tidak diteliti dalam penelitian ini seperti motivasi dan fasilitas pendukung kepuasan Keluarga Penerima Manfaat (KPM)..

Kata Kunci: Kinerja Fasilitator PKH; Kepuasan KPM

INTRODUCTION

In general, poverty is a situation where a person or household experiences difficulties in fulfilling basic needs, while the supporting environment does not provide opportunities to improve welfare on an ongoing basis or to escape vulnerability. According to Kumiawan (in Khomsan, et al: 2), poverty is when the income of a community falls below a certain poverty line. Meanwhile, according to Suparlan (in Khomsan, et al: 2), poverty can be defined as a low standard of living, that is, there is a level of material deficiency in a number or group of people compared to the standard of living generally prevailing in the observed community.

According to UU No. 24 of 2004, poverty is the socio-economic condition of a person or group of people whose basic rights are not fulfilled to maintain and develop a dignified life. The basic needs that become the right of a person or a group of people are access to food, health, education, employment, housing, clean water, land, natural resources, living environment, a sense of security from violent treatment or threats, and the right to participate in the administration of social and political life. The condition called poor also applies to those who work but their income is not sufficient to fulfill basic needs.

Based on data from the Badan Pusat Statistik in March 2019, the percentage of poor people (residents with per capita expenditure below the poverty line) in Indonesia is 9.41 percent

decreased by 0.25 percent compared to 9.66 percent in September 2018 and decreased 0.41 percent compared to 9.82 percent March 2018. As quoted in CNN Indonesia, the Badan Pusat Statistik (BPS) noted that Indonesia's poor population in March 2019 was 25.14 million. The number decreased by 810 thousand people over the same period in the previous year.

The percentage of poor people in urban areas in September 2018 was 6.89 percent, which decreased to 6.69 percent in March 2019. Meanwhile, the percentage of poor people in rural areas in September 2018 was 13.10 percent decreased to 12.85 percent in March 2019. Compared to September 2018, the number of poor people in March 2019 in urban areas fell by 136.5 thousand people (from 10.13 million people in September 2018 to 9.99 million people in March 2019). Meanwhile, rural areas decreased by 393.4 thousand people (from 15.54 million people in September 2018 to 15.15 million people in March 2019).

Bone Bolango is one of the districts in Gorontalo Province which has experienced the implementation of the Program Keluarga Harapan, which is initiated by the government. This district consists of 18 sub-districts and 160 villages with a population of 159,581 people, with a percentage of the poor population of 17.81 percent, decreased by 0.16 percent from the previous period. One of the sub-districts included in the data collection for the Program Keluarga Harapan (PKH) is the Subdistrict of Suwawa Tengah. Keluarga Penerima Manfaat (KPM) in the Subdistrict of Suwawa Tengah

gradually began to understand the importance of education and health to achieve a prosperous life. The Keluarga Penerima Manfaat (KPM) is significantly helped by the Program Keluarga Harapan bridged by facilitators. The satisfactions of Keluarga Penerima Manfaat (KPM) in the Subdistrict of Suwawa Tengah are seen from their active participation in training and briefing once per month from facilitators who are considered to be very helpful for Keluarga Penerima Manfaat (KPM) in understanding materials about the Program Keluarga Harapan (PKH).

Based on the researcher's initial observation in the Subdistrict of Suwawa Tengah, the researcher sees and feels the condition and quality of life of the people, especially those in the Subdistrict of Suwawa Tengah. The financial condition that hinders education and health are the main problem for the Keluarga Penerima Manfaat (KPM). Besides, service system that is provided is still not good and not fast enough, the location of the service is not known by the Keluarga Penerima Manfaat (KPM), service officers are still not on time when attending meetings with the Keluarga Penerima Manfaat (KPM), service officers of the Program Keluarga Harapan (PKH) sometimes still prioritize personal interests, the capabilities of service officers are still questionable by the Keluarga Penerima Manfaat (KPM), the services provided are not timely, the Keluarga Penerima Manfaat (KPM) still experience the lack of attention from service officers, and the uncertainty of the location where the socialization meeting is conducted

make it difficult for some Keluarga Penerima Manfaat (KPM) who do not have any means of transportation. However, this condition has gradually improved and has been categorized as prosperous since the implementation of the Program Keluarga Harapan (PKH). In implementing the Family Hope Program (PKH) facilitators hold the most important role. The work system of the village facilitator, especially in the Subdistrict of Suwawa Tengah, is classified as good. Each village or even subdistrict has one facilitator. Those facilitators will later assist the Keluarga Penerima Manfaat (KPM) in receiving materials about the Program Keluarga Harapan (PKH). When providing material and understanding to the Keluarga Penerima Manfaat (KPM), the facilitator uses the Family Development Session (FDS) method which aims to change the behavior and mindset of Keluarga Penerima Manfaat (KPM) about the importance of education and health, family financial management, and kid care. This assistance is carried out once a month using the same method, namely the Family Development Session (FDS).

However, the researcher found a problem that there were still Keluarga Penerima Manfaat (KPM) in the village who did not understand the main objective of the Program Keluarga Harapan (PKH) as conveyed by the village facilitator through the Family Development Session (FDS) method.

Since the understanding of each Keluarga Penerima Manfaat (KPM) is different, facilitators are

required to have more skills in providing Family Development Session (FDS) materials so that each Keluarga Penerima Manfaat (KPM) can understand the main objectives of the Program Keluarga Harapan (PKH).

Based on the background above, the researcher needs to identify the problems that arise. It is used to simplify problems and clarify the direction of the research according to the title that has been put forward. The problems identified include: (1) There are Keluarga Penerima Manfaat (KPM) who do not understand the main objectives of the Program Keluarga Harapan (PKH). (2) There are several Keluarga Penerima Manfaat (KPM) who have difficulties in understanding the language of the facilitator. (3) There is a Keluarga Penerima Manfaat (KPM) who is not satisfied with the materials presented by the facilitator because of the hearing difficulty suffered by a Keluarga Penerima Manfaat (KPM). Based on the background and the phenomena that occurred in the field, the problem can be formulated as follows: Does the performance of the Program Keluarga Harapan (KPH) facilitators affect the satisfaction of Keluarga Penerima Manfaat (KPM)?

METHOD

This research used a quantitative research method with a survey research strategy, where the researcher explains quantitatively the tendency, attitude, or opinion of a certain population by researching a sample of that population. This research includes cross-sectional and

longitudinal studies that use planned questionnaires or interviews in data collection, to generalize population, based on the determined sample.

The object of this research is the recipients of the Program Keluarga Harapan (PKH) grant who reside in the Subdistrict of Suwawa Tengah Gorontalo Province. This research was conducted from September up to the end of the research. This research is qualitative, research that aims to measure the relationships among variables or analyze certain other variables.

The data collection techniques used in conducting this research are 1). Observation is a direct observation to obtain information about the object of interest. The object of this research is the Subdistrict of Suwawa Tengah. 2) The interview is a data collection technique where the interviewer (the researcher or the one who is given the task of collecting data) in collecting data asks a question to the interviewee. 3) The questionnaire, which is the distribution of a questionnaire containing questions or statements given to respondents at the time of the research and 4) Documentation.

In this study, several variables are defined operationally so that they can be used as a guide in conducting research as well as a guide for the reader. There are two types of variables in this study. The independent variable is variables that do not depend on other variables or can be called a variable that affects the dependent variable. In this study, the independent variable is the performance of the facilitator of the Program Keluarga Harapan (PKH).

The performance indicators are: 1) Quantity, 2) Quality, 3) Punctuality, 4) Effectiveness, 5) Independence, and 6) Work commitment. The dependent variable is variables that are influenced by the independent variable. In this study, the dependent variables are the satisfaction of the Keluarga Penerima Manfaat (KPM). The indicators of satisfaction include: 1) Service procedures, 2) Clarity of service officers, 3) Discipline of service officers, 4) Responsibilities of service officers, 5) The ability of service officers, 6) Service speed, 7) Courtesy and friendliness of officers and 8) Environmental comfort.

RESULT

Based on the analysis of validity and reliability with 10 (ten) statements for variable X and 18 statements (eighteen) for variable Y show the reliability result of 0.748, which means valid if it has a value greater than the value of r_{table} . Meanwhile, the satisfaction variable with 18 statements shows the reliability of 0.892, which means valid if it has a value greater than r_{table} .

The data normality test was carried out through the Kolmogorov-Smirnov, where the result shows that the Normal Probability Plot test graph in the form of dots that spread along a diagonal line. It confirms that the regression model has normally distributed data according to the applicable provisions.

The results of the hypothesis test in simple linear regression analysis with the formula of $Y = a + Bx$ found a lane value of 6,195 and a significance level of 0,000, thus

showing the following equation: $Y = 13,444 + 1,589x$. Where the regression coefficient of variable X is 1/589 with a positive coefficient direction. It shows that the performance of the facilitator has a positive effect on the satisfaction of the Keluarga Penerima Manfaat (KPM).

Judging from the results of testing using SPSS 23, it was found that the correlation coefficient value was 0.582 or 58.2%, which means that the independent variable (facilitator performance) has a close relationship with the dependent variable (Keluarga Penerima Manfaat Satisfaction). Then the R square value was found to be 0.339 or 33.9%, which means that there are about 66.1% of Keluarga Penerima Manfaat Satisfaction (KPM) are influenced by other factors that are not examined in this study such as motivation and other supporting facilities.

CONCLUSION

Based on the results of the research and discussion, it can be concluded that there is a significant and positive influence between the facilitator's performance variable on the satisfaction of the Keluarga Penerima Manfaat.

REFERENCES

- Ardiwidjaja, Roby. 2018. Arkeowisata Mengembangkan Daya Tarik Pelestarian Warisan Budaya. Yogyakarta: Deepublish.
- Anggito, Albi & Setiawan, Johan. 2018. Metodologi Penelitian Kualitatif Jawa Barat: CV Jejak.

Bahua, Mohamad Ikbal. 2016.
Kinerja Penyuluh Penanian.

Yogyakarta: Deepublish.