

**Analysis of Employee Performance Improvement Through Human Resource Development at the West Jakarta Development Sector Fire and Rescue Service Sub-dept.**

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Abstract

The purpose of this research is to analyze and evaluate the factors affecting Employee Performance. This research uses qualitative approach with case study method. As for the informant is the user service and representative of officials in at the Dept. of Fire and Rescue Sector Kembangan, West Jakarta. The results of the study found that namely by following employees in various programs Education and Training and Courses, and for employees have been given the opportunity and opportunities as possible to follow the program development source power. Even employees are also given the opportunity to attend formal education to a higher level of education.

Keywords: Performance, Human Resources, Fire Service

**INTRODUCTION**

The DKI Jakarta Fire and Rescue Service Sub-department is the implementing element that carries out the affairs of the Regional Government in the field of peace and public order as well as the protection of the community in the fire sub-sector. They have heavy duties and responsibilities. Given his duty in order to provide protection to its citizens from the threat of fire and other disasters. Which includes 3 main tasks, namely:

1. Fire Prevention.
2. Fire Fighting, and
3. Saving lives and threats of fire and other disasters,

Phenomenon which occur on Ethnic group Service Countermeasures Fire and Rescue, especially in the Jakarta Development Sector West is still not achieving employee performance due to aspects of incompetent human resources. This can be seen from education level of employees in the Jakarta Development Sector West which part big still in domination by graduate of senior high school, as on table:

Table 1.1 Data on the formal education of Sub-departmental employees Countermeasures Fire and Rescue Sector flower Jakarta West

| Level Education    | Amount    |
|--------------------|-----------|
| S2                 | 2         |
| S1                 | 26        |
| D3                 | 19        |
| senior High School | 34        |
| <b>Total</b>       | <b>81</b> |

Source: Ethnic group service countermeasures fire and rescue city administration Jakarta West

Phenomenon which there is on aspect education formal is lack of employee which competent on Ethnic group Service Fire Fighting and Rescue Sector flower Jakarta West. Most employee which educated senior High School still in level go through education S1 or D3.

Considering the magnitude of the responsibilities assigned to the employees of the DKI Jakarta Fire and Rescue Service (DPKP), then to carry out their duties and functions, quality human resources are needed.

To reduce the accident rate in carrying out fire fighting duties, as well as to improve the performance of firefighters, one of the important steps is to provide training programs for employees, especially firefighters, because training is one of the right methods to improve the ability of firefighters. in the field.

Human Resource Development is the process of preparing individuals to assume different or higher responsibilities within the organization, usually related to increasing intellectual ability to do a better job.

For knowing shortcomings and advantages- advantages which owned by Employee which concerned in doing his job needed existence evaluation performance, results evaluation performance used as ingredient consideration in construction Employee, following this is table Data Achievements Performance Employee Ethnic group Service Countermeasures Fire and Rescue Development Sector Jakarta West

Table 1.2 Data on the Performance of Sub-departmental Employees Fire Prevention and Rescue of Development Sector Jakarta West

| No    | Position Work | Amount    | Mark Achievement Work Average |
|-------|---------------|-----------|-------------------------------|
| 1     | Head Sector   | 1         | 78.88                         |
| 2     | Head platoon  | 3         | 78.13                         |
| 3     | Head Team     | 20        | 77.96                         |
| 4     | Member        | 57        | 77.25                         |
| Total |               | <b>81</b> | <b>78.05 (Enough)</b>         |

Source: Ethnic group service countermeasures fire and rescue city administration Jakarta West

Seen from phenomenon performance on, researcher assume that employee performance achievements at the Fire Management Sub-dept. and Rescue is still low, influenced by many factors, will but from observation, variable which dominant have connection with performance employee on Ethnic group Service Countermeasures Fire and Rescue for the Development sector in West Jakarta is the development of human resources.

The definition of performance is "the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him". Measurement of performance needs to be carried out to find out whether during the implementation of performance there is a deviation from the predetermined plan, or whether performance can be carried out according to the specified time schedule, or whether performance results have been achieved as expected<sup>1</sup>. To carry out this assessment requires the ability to measure performance. Therefore, a performance measure is needed. The performance of an employee or workforce will be determined

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<sup>1</sup>Moehariono, 2012. Pengukuran Kinerja Berbasis Kompetensi, Jakarta, Rajawali Pers

by the factors that are the driving force of human motivation in improving their work, these include<sup>2</sup>:

- 1) Achievements.
- 2) Recognition
- 3) Challenge
- 4) Responsibility
- 5) Development
- 6) Involvement
- 7) Opportunity

Dimensions of Employee Performance There are several opinions regarding the factors that affect employee performance. Employee performance is influenced by several dimensions, namely<sup>3</sup>:

- 1) (Quality of Work)
- 2) (Quantity of Work)
- 3) (Job Knowledge)
- 4) (Teamwork)
- 5) (Creativity)
- 6) (Innovation)
- 7) (initiative)

Employee Performance Indicators Employee performance measurement says that almost all performance measurement methods consider the following<sup>4</sup>:

- 1) Quantity, namely the amount that must be completed or achieved.
- 2) Quality, namely the quality that must be produced (good or not). The qualitative measurement of the output reflects the measurement or level of satisfaction, namely how well it is completed.
- 3) Punctuality, that is, whether or not it is in accordance with the planned time

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<sup>2</sup> Nuraini, T. 2013. *Manajemen Sumber Daya Manusia*, Yayasan Aini Syam: Pekanbaru

<sup>3</sup> Malthis & Jackson. *Manajemen Sumber Daya Manusia* terjemahan jilid I & II Jakarta: Salemba Empat. 2011

<sup>4</sup> Fauzi. I, K, A., 2011. *Mengelola Pelatihan Partisipatif*. Bandung: Alfabeta

**RESEARCH METHODS**

The approach used in this research is a qualitative approach, which is a research and understanding process based on a methodology that investigates a social phenomenon and human problem. "Qualitative research is a research procedure that produces descriptive data in the form of written or spoken words from people and observable behavior. <sup>5</sup>"

The problem in qualitative research rests on a focus. As for the purpose of formulating research problems by utilizing focus, namely, first, setting the focus can limit the study; second, the determination of focus serves to meet the inclusion-exclusion criteria or new information obtained in the field.

The aspects that are the focus of this research are: Human resource development is a process carried out to develop the knowledge, skills, and abilities of workers, as well as competencies developed through training and development, organizational learning, leadership management, and management knowledge for the sake of improving performance <sup>6</sup>. "Performance is the output produced by the functions or indicators of a job or a profession within a certain time <sup>7</sup>". So, it can be concluded that performance is the overall activity in carrying out its duties to the organization or agency in accordance with the responsibilities of each individual to the organization. These criteria are then translated into activities that become the basis for researchers in making Interview Guidelines. To get the right data, it is necessary to determine informants who have competence and are in accordance with the data needs (purposive). The selection of informants as data sources in this study is based on the principle of subjects who master the problem, have data, and are willing to provide complete and accurate information. According to the characteristics of qualitative research in the form of case studies, data analysis is carried out throughout the research process. The data that is successfully collected is classified and then moves towards the formation of conclusions. The data analysis process is based on simplification and interpretation of the data carried out before, during and after the data collection process. This process consists of three

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<sup>5</sup>Moleong, J. Lexy. 2012. *Metodologi Penelitian Kualitatif*. Bandung: PT Remaja Rosdakarya

<sup>6</sup>Chris Rowley & Keith Jackson. 2012. *Manajemen Sumber Daya Manusia The Key Concepts*, Cetakan Kesatu, PT Rajagrafindo Persada, Jakarta.

<sup>7</sup>Wirawan. 2010. *Konflik dan Manajemen Konflik: Teori, Aplikasi, dan Penelitian*. Jakarta: Salemba Humanika

interrelated sub-processes, namely data reduction, data display, and conclusion drawing/verification<sup>8</sup>

Data collection methods used in this study include:

#### 1. Interview Method

Interview is a way of collecting information which is done by asking and answering verbally unilaterally face to face, and with the direction and goals that have been set.

#### 2. Documentation Method

Documentation method is looking for data in the form of notes, transcripts, books, newspapers, magazines, inscriptions, meeting minutes, leggers, agendas and so on<sup>9</sup>.

### **RESULT AND DISCUSSION**

In qualitative research, data analysis is a useful stage to examine the data that has been obtained from several informants who have been selected during the research. In addition, it is also useful for explaining and ensuring the truth of research findings. This data analysis has been carried out since the beginning and in conjunction with the data collection process in the field.

As for the research that has been done, researchers get several findings that can describe employee performance and the factors that affect employee performance, how human resource development can affect employee performance and solutions to improve employee performance in aspects of improving human resources at the sub-department Fire Prevention and Rescue of the West Jakarta Development Sector, as seen from the results of interviews and field observations.

Looking at the various opinions expressed by informants regarding the description of employee performance and the factors that affect employee performance, from the results of interviews with informants, the researchers found that employee performance was seen from the quality of work factor, which is the level of good or bad work that is done. acceptable for an employee who can be seen in terms of thoroughness and tidiness of work, skills and abilities, then the quality of work produced by employees at the Development Sector Fire and Rescue Sub-Department is quite good.

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<sup>8</sup>Miles, B. Mathew dan Michael Huberman. 2010. Analisis Data Kualitatif Buku Sumber Tentang Metode-metode Baru. Jakarta: UIP.,

<sup>9</sup>Suharsimi Arikunto,. 2013. Prosedur Penelitian. Jakarta: Rineka Cipta.

Furthermore, employee performance is seen from the Quantity of Work factor which is how much workload or number of jobs an employee must complete. Measured by the quantitative ability to achieve targets or work results for new jobs, employees at the Fire Management and Rescue Service Sub-department in the Development Sector can complete a large number of jobs and a fairly large workload.

Furthermore, employee performance is seen from the Job Knowledge factor which is the process of placing an employee in accordance with the educational background or expertise in a job. This is viewed from the employee's ability to understand matters relating to the tasks they perform, from the results of the study it was revealed that employees still have difficulty understanding work procedures/SOPs, so that the abilities possessed by employees can be considered inadequate.

Furthermore, employee performance is seen from the Teamwork factor which is seen from how an employee works with others in completing a job. Cooperation is not only limited to vertical or collaboration between employees, but horizontal cooperation is an important factor in organizational life, namely where between organizational leaders and their employees a conducive and reciprocal relationship is mutually beneficial and employees in the West Jakarta Development Sector are considered sufficient. good. While the factors that can affect employee performance are abilities, skills, knowledge of duties and functions, job placement and employee professionalism.

The results of interviews regarding how Human Resource Development can affect employee performance, in this study the researchers found that the development of human resources at the West Jakarta Fire and Rescue Sector Fire and Rescue Service has been and is often carried out by both the department and the department, as well as other parties. other related parties, the development of human resources at the West Jakarta Development Sector Fire and Rescue Sub-dept. in the form of education and training (Diklat) and courses. On average or most of the employees have attended the training, especially the field and extension staff. The development of human resources as an effort to increase the knowledge, abilities and skills of employees has an impact on improving the performance of the resulting employees.

Looking at the various opinions expressed by informants regarding solutions to improve employee performance in the aspect of improving human resources at the West Jakarta Fire and Rescue Sector Fire and Rescue Service, the researchers found that in general the development of

human resources within the Development Sector Fire and Rescue Sub-dept. West Jakarta, namely by involving employees in various Education and Training programs as well as Courses, and for employees having been given the widest possible opportunity and opportunity to participate in these resource development programs. Even employees are also given the opportunity to take formal education to a higher level of education

## **CONCLUSION**

In general, employee performance seen from the quality of work (Quality of Work), Quantity of Work (Quantity of Work), Job Knowledge (Job Knowledge) and Teamwork (Teamwork) that has been achieved by employees in the West Jakarta Development Sector is considered quite good, and the factors that can affect employee performance are abilities, skills, knowledge of duties and functions, job placement and employee professionalism. West Jakarta has been and is often carried out by both the department and department, as well as related parties

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