

Employee Work Motivation in the Pamong Praja Police Unit, Public Protection and Fire in Gorontalo Province

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Abstract. *This study aims to obtain an overview of the Work Motivation of Employees in the Civil Service Police Unit, Gorontalo Province Community and Fire Protection. The research method uses a qualitative type with a qualitative approach. Data collection techniques carried out through interviews with a number of informants and observations and recording secondary data related to research problems. The results of the study concluded that the motivation of Employee Work in the Civil Service Police Service Unit, Gorontalo Province Community and Fire Protection has not been fully implemented. Likewise, the indicators of social relations still need to be improved so that there is good communication between people, meaning that the work done is still overlapping, resulting in a lack of enthusiasm in completing work. The need for security indicates that employees have work certainty, even though it has not run optimally. Caused by inappropriate workloads make employees uncomfortable at work. While the need for recognition shows that employees who excel are given an award, although not all because there are still employees who do not adhere to the regulations in force.*

Keywords: *Work; Motivation; Employee*

Received: January 2, 2021

Revised: February 14, 2021

Accepted: March 4, 2021

INTRODUCTION

Currently the role of Human Resources has a very important and strategic position in the organization to achieve goals. Human resources are very important and strategic in the organization to achieve goals. Human resources are very important for a company or organization in managing, managing, and utilizing employees, so that they can function productively to achieve company goals. Human resources as the driving force of the organization in achieving its goals, then the organization's efforts to encourage its employees to work better must continue, with employees working well, it is hoped that good work results will also be achieved by employees in carrying out tasks in accordance with their responsibilities given to him.

One of the determining factors for the success of Regional Work Units (SKPD) is employee performance and productivity. Every organization or agency in implementing a program that is directed is always efficient to achieve its goals. One way is to improve employee performance (Pujiana, 2019)

Employee performance refers to the employee's ability to carry out all the tasks that are their responsibility. These assignments are usually based on predefined success indicators. As a result it will be known that an employee will enter a certain level of performance. If he has worked well then he has done his job well and is responsible for his job.

Employee performance referred to in this paragraph is performance that can be accounted for and work that is not in vain in the sense of obtaining blessings in their work. Work in accordance with the procedures imposed in an organization.

Performance is basically what employees do or don't do so that they affect how much they contribute to the agency or organization including the quality service provided. A performance improvement strategy is a way for a work unit to improve employee performance so that the work unit's goals can be achieved (Panjaitan, M, 2018).

Regional Government Institutions who are Satpol PP members as Regional Government officials are occupied by civil servants and are given tasks, responsibilities, and authorities in accordance with statutory regulations in enforcing Regional Regulations and Regional Head Regulations, administering public order and tranquility and protecting the community. Meanwhile, Satpol PP is a regional apparatus formed to enforce Regional Regulations and Regional Head Regulations, to organize public order and peace and to provide protection for the community. Satpol PP has the task of assisting the Regional Head to create a peaceful, orderly and orderly regional condition so that the administration of the wheels of government can run smoothly and the community can carry out their activities safely. Therefore, in addition to enforcing regional regulations, Satpol PP is also required to enforce other regional government policies, namely regional head regulations (Suprayatno, 2017).

Efforts have been made to improve the performance of Satpol PP members as a logical consequence of the government's goals in the field of Enforcement of Regional Regulations and Regional Head Regulations, however, based on data from the Ministry of Home Affairs, these efforts have not shown optimal results. This is because members of the Satpol PP in the regions are still constrained by their employment status. Satpol PP members who have not been appointed as State Civil Servants tend not to have the legal power to take action against violations of Regional Regulations that exist in their respective regions.

At the Satpol PP Service, Community Protection and Fire in Gorontalo Province which is located on Jalan Jendral Sudirman, Limba U II Subdistrict, Kota Selatan District, Gorontalo City, the total number of Satpol PP members is 192 people consisting of 46 State Civil Servants and 146 Honorary Staff which are divided into 3 (Three) Sectors, namely the Secretariat Division, the Regional Regulation Enforcement Sector and Human Rights and the Community Protection Sector. and consists of 8 (eight) Sections, namely the Planning and Finance Section, the Personnel and Administration Section, the PPNS Section, the Tibumtram Section, the Opsdal Section, the Community Potential Development Section, the Mobility and Service Section, and the Fire Section.

According to preliminary observations with one of the informants who stated that the existence of the honorary staff can be said to be needed and not needed. Because in reality, in carrying out service tasks in government, both in the central government and regional governments, most of them are done and carried out by honorary employees. Here it can be seen that the performance of non ASN is greater than ASN and this is a concern for the authorities.

Structurally, Satpol PP members who have been appointed to become ASN have a higher position than Satpol PP members who have not been appointed as ASN (Honorary), this has resulted in a very significant difference in performance where all field assignments are given responsibility to temporary Satpol PP members. It is inversely proportional to Satpol PP members who are already ASN in the office only. It is known that the level of employee discipline is still low. This can be seen from the phenomenon that there are still employees without the burden of taking advantage of working time to do other things outside of their work. Work that always overlaps between Satpol PP who have ASN and vice versa, and also low morale of employees to complete work according to predetermined targets, resulting in low performance of employees seen from the frequent occurrence of delays in completing work in each part of the work which have been set.

Several researches related to this research theme have been carried out by several previous researchers, such as that of Alfajar. (2017), with the title Employee work motivation at the Rappocini sub-district office, Makassar city. This research was conducted with the aim of describing the work motivation of employees at the Rappocini District Office, Makassar City in terms of extrinsic and intrinsic factors. The results showed that the intrinsic factor which greatly influences the work motivation of the employees of the Rappocini District Office in Makassar City is that the work itself is characterized by an average value of 4.44 (very good), while the extrinsic factor that is very influential is the interpersonal relationship with the average. a value of 4.38 (very good), the intrinsic and extrinsic factors that are owned affect a person at work and to achieve good performance in accordance with the objectives to be achieved

Further research by Nur Fega Tri Octanudin (2017) on the performance of the Sukoharjo District Civil Service Police (Satpol PP) in coaching and structuring street vendors (PKL) in Solobaru. The results showed that most of the performance carried out by the Satpol-PP Sukoharjo regency was quite good, this can be seen from the studies that have been carried out from several indicators as follows: 1) Accountability, Satpol-PP Sukoharjo regency has running a reporting system on the activities carried out. 2) Responsiveness, that is, the solution offered is the best step that can be done. 3) Responsibility, namely the guidance and arrangement carried out in accordance with existing guidelines. 4) Empathy, which is an attempt to change the bad image of the Satpol-PP of Sukoharjo regency as the enforcer of the Perda despite the negative response from the street vendors. The performance of Satpol-PP in Sukoharjo district is also influenced by several factors, including human resources, facilities and infrastructure and motivation.

METHODS

This research uses a qualitative approach with descriptive research type, this research is based on the consideration that the data obtained will be more complete, in-depth and reliable and can be found events in the social context.

The qualitative research method in Sugiyono (2011) is called the naturalistic research method because the research is carried out in natural conditions (natural setting). This study describes in depth the problems regarding the work motivation of employees at the Satpol PP, Community Protection and Fire Service in Gorontalo Province.

The data sources in this study were primary and secondary data. Primary data were obtained from informants / key informants, which in this study were as many as 9 people, among others: Head of 1 person; Secretariat Division 1 Person; Regional Regulation Enforcement Division 2 people; 2 people in Linmas and 3 people in society.

Furthermore, secondary data is obtained from searching documents related to research needs such as journal articles, proceeding articles, books, documents of applicable laws and regulations.

The data collection techniques carried out were interviews, observation and documentation in the field. Data analysis was carried out by qualitative descriptive analysis with several stages, namely Data Reduction, Data Display and Data Verification.

RESULTS AND DISCUSSION

Human resources are the main element in company development. This is based on the belief that the company's success in achieving predetermined goals is largely determined by its human resources. Therefore, the company's human resource management must be carried out appropriately so that it is effective in achieving the company's vision and mission. For example, the increasing competition in the world of work spurs companies to continue to improve the quality of their human resources so that they can achieve company goals that are profitable and beneficial.

Human resource management is a series of activities starting from employee recruitment planning, implementation, monitoring and performance evaluation. Evaluation or appraisal of employee performance is a process to determine whether an employee has worked in accordance with the duties and functions that have been determined by the company. Thus, performance appraisal is a systematic series in improving the quality of the company's human resources in a sustainable manner. In general, the purpose of performance appraisal is to determine the existing competency and potential of employees so that they can be developed optimally.

According to Sedarmayanti (2007), the stages of performance assessment include (i) identifying specific objectives of performance appraisal, for example diagnosing employee problems and the need for managerial-skill development, (ii) related to job analysis, for example filling certain positions in companies. If the company misplaces its employees in a place that is not their expertise, the employee's performance will not be optimal so that the company's goals are ineffective and inefficient. Therefore job analysis to place the right person in the position is important in the context of the company's progress, (iii) monitoring the work done, (iv) conducting performance appraisals and (v) presenting the results of the appraisal to employees and giving employees the opportunity to clarify. .

Employee performance is often interpreted as the achievement of tasks, where employees at work must be in accordance with the organization's work program to show the level of organizational performance in achieving the vision, mission and goals of the organization. According to Gibson (1996), employee performance is the desired outcome of the perpetrator. Employee performance is the level at which employees achieve the job requirements of Simamora (2004). Performance appraisals generally cover both qualitative and quantitative aspects of job performance.

According to Mathis (2006), the factors that influence employee performance are the ability of the employee to do the job, the level of effort spent, and the organizational support he receives. With respect to any management function, human resource management activities should be developed, evaluated and modified where necessary so that they can contribute to the competitive performance of organizations and individuals in the workplace. Factors that influence employees at work, namely the ability of the employee to perform the work, the level of effort devoted to it, and organizational support. Employee performance decreases when one of these factors is reduced or absent.

PT. Bintang Citra Utama is a company engaged in the distribution of goods (Unilever). Items distributed include personal care (lotion, rexona, shampoo) and home care (washing soap, superpels, etc.). Therefore, based on the many types of goods marketed, PT Bintang Citra Utama is a relatively large distributor, especially in Gorontalo Province.

PT Bintang Citra Utama was founded in 2016 with 35 employees. Employees at PT Bintang Citra Utama are divided into permanent employees and non-permanent employees. In general, these employees have a salary above the UMP in Gorontalo Province. In addition, the management of the company realizes that the competition for similar companies is getting higher. Because every company has a profit target that must be achieved while there are still many internal problems that need to be resolved. For example, the motivation and discipline of employees within PT Bintang Citra Utama are still not optimal. For example, there are still those whose attendance is not on time and their absence without notification. It is hoped that by increasing work discipline and motivation it will have an impact on employee performance. As explained by Aprianti, (2013) and Nasution, (2000), that discipline is an indicator of performance and has a positive effect.

Several previous studies related to the themes in this article have been carried out by several previous researchers, such as that of Deny Indrawan Saputra, (2018) with the title Service Excellence at PT. Nur Dhuha Wisata (Organizer of Tour and Travel for Umrah and Hajj Mabruur Mandiri Surabaya). The results of his research indicate that there is Service Excellence at PT. Nur Dhuha Wisata (Organizer of Tour and Travel for Umrah and Hajj Mabruur Mandiri Surabaya) is the

existence of excellent service when the congregation comes and is greeted by saying greetings, providing hospitality in serving, and smiling. Excellent service in registration can register at the office, via online or at the congregation's house.

Furthermore, research conducted by Leli Martiani (2018), with a thesis entitled Implementation of excellent service functions for customers at BMT Walisongo Semarang. The results of his research show that the excellent service function at BMT Walisongo Semarang has been carried out well, of course the BMT Walisongo continues to try to maximize in providing excellent service to its customers. Furthermore, regarding customer responses, the data collected by researchers, both through interviews and observations, show that customers are very satisfied, satisfied and only some are not satisfied with the services provided by BMT Walisongo Semarang with services provided according to the needs of members. / customer.

The novelty with this research clearly has differences in terms of focus and locus as well as the theoretical approach used. The purpose of this research article is to determine the performance of employees at PT. Bintang Citra Utama which is located in Pantungo Village, Gorontalo District.

CONCLUSIONS

This research was centered at the Gorontalo District Police. The location of this study methodologically allowed data collection to be carried out, given the problematic location of the effectiveness of remuneration.

Work motivation is closely related to the work environment in each organizational agency. Work motivation is defined as a condition that influences and generates, directs and maintains behavior related to the work environment. Employees who have motivation to work in the organization will assist the organization in achieving good performance, while on the other hand, low work motivation will affect work that is not optimal and ineffective.

Motivation is likely to emerge if there is a clear and reusable relationship between output of labor and income. In addition, income is seen as meeting needs. This shows that the incentive system only works if the relationship between effort and reward is clear and the value of the reward is in accordance with the effort.

To see a scientific study, regarding the Work Motivation of Employees in the Civil Service Police Unit, Community Protection and Fire in Gorontalo Province, a theoretical approach is needed, for this the theory used by researchers comes from Maslow (1996), which can be seen through 5 indicators, namely: Physiological Needs, Needs for Social Relationships (Affiliation), Needs for Recognition (esteem), Needs for Self Actualization (Self Actualization). which is described based on the research results and concluded in the following discussion:

1. Kebutuhan fisiologis

Kebutuhan adalah sekumpulan kebutuhan dasar yang mendesak pemenuhannya karena berkaitan langsung dengan kelangsungan hidup pegawai diruang lingkup pekerjaan. Pada tahap ini kelangsungan hidup daripada pegawai menjadi hal utama dalam proses pemebuhan kebutuhan kerja.

Sejauh ini kebutuhan yang paling utama adalah bagaimana kebutuhan bisa dipenuhi secara baik dan maksimal. Kadang kebutuhan menjadi prioritas utama yang menjadi hal yang biasa tergantung kebutuhan yang perlu adanya kepekaan dan menjadi hal utama. Tahan kebutuhan psikologis menjadi tujuan daripada motivasi pegawai dalam bekerja. Kebutuhan yang menjadi prioritas kadang tidak terpenuhi karena beberapa alasan yang terkuak dilapanga. Kebutuhan paling mendesak misalnya, pegawai membutuhkan fasilitas yang menjadi factor utama dalam proses penyelenggaraan pekerjaan menjadi tidak efektif karena kurangnya ketersediaan. Tidak sejalan dengan kebutuhan pegawai yang seakan-akan terpenuhi dalam hal gaji dan itu menjadi sebuah motivasi namun tidak dengan sarana dan prasarana yang dibutuhkan yang jauh dari kenyataan yang ada. Jadi, temuan peneliti dilapangan dan hasil wawancara tidak sepenuhnya

semua kebutuhan bisa menjawab motivasi kerja yang dapat meningkatkan kualitas kerja daripada pegawai.

2. Security Needs

A need that encourages individuals to obtain peace, certainty and order from their environment. At this stage the need for a sense of security at work which in relation to this need, superiors or leaders need to provide benefits or job security.

The need for a sense of security at work is an important thing and the main thing that is the responsibility of the leadership to its members. Leaders must know the conditions of their employees. Ensuring members are working whether there are guarantees that can motivate employees to work.

According to the findings of researchers in the field, the guarantees given to employees are sometimes not as expected. For example, in a work accident, it does not get important attention, which is the main concern when a big problem occurs in the field. This is what makes employees feel they don't get support. Likewise with the workload that is not in accordance with the main duties and functions of employees. This makes employees less motivated to do work. The job given is not in accordance with what it should be, making employees disobey the rules, because when they influence each other.

However, it is different from the conclusion of the research results that the form of motivation or job security guarantees is given to employees if they excel in developing the organization. So, it can be concluded that this guarantee of job security is only found in people who excel and certainly not as a whole who get the support or motivation.

3. The Need for Social Relations

The relationship between leaders and subordinates is very important in order to establish good communication and coordination. In relation to this need, leaders need to accept the existence and existence of employees as members and partners who interact and communicate well in their daily lives.

According to the results of the conclusions on the research results that the relationship between superiors and subordinates has not been fully said well. Because, there are still employees who do not obey the rules that are enforced which have an impact on morale rather than employees in the sense that morale is very important. If there is no spirit of cooperation, it will have an impact on work results. In the end, work is not completed and service is not optimal.

According to the findings of researchers in the field, the relationship between leaders and subordinates is quite good, because there is communication with the leadership. But not with people who need services. Sometimes employees feel that communication with service recipients is not important so that in providing service is not good, and that is something that needs to be evaluated by the leadership. The competent authority must act by gathering all employees in deliberations or meetings to discuss this matter, so that employee performance needs to be reviewed and evaluated so that the good relationship is not only with the leadership but with everything in its scope.

4. Needs of Recognition

At this stage, the need for recognition will feel that employees are valued like self-esteem. In this need the leadership is required not to be arbitrary towards subordinates. Superiors must give appreciation to subordinates in the development of the agency.

In accordance with the conclusions of the results of previous interviews that the rewards given to subordinates who excel are rewards, but there are also employees who like to violate the rules that are enforced working not in accordance with standard operating procedures are given sanctions according to their type.

According to the findings of researchers, this relationship of recognition still needs special attention, because employees will feel appreciated if they are more concerned in their work, this is not the case with jobs that are always neglected and incomplete because employees lack support from their superiors.

According to observations, it does not have to be high achievers who get awards, but all employees who have worked well. This means that this form of support is felt to be only partial, not as a whole. Therefore, it is hoped that the competent authorities will act fairly and impartially, because in advancing an institution together. However, it is also necessary to provide training for employees who are less competent but have high morale and work spirit. So that in the future, these employees can develop their potential in the organization.

5. Self-Actualization Needs

This need has something to do with the needs above, where this need is more on the self-development of every human resource. Employees are given the opportunity to actualize themselves in developing their institutions.

In accordance with the conclusions in the results of previous research that employees are given the same opportunity to take part in training related to the development of employee abilities, but there are still employees who are not creative or innovative at work, feel themselves working but there is no form of job development.

As with previous findings, the potential of employees needs to be developed. Moreover, there are still employees who are less innovative in their work. There needs to be special training or guidance so that you can develop yourself properly in the development of the organization. Another thing that happens is that employee performance is still overlapping and low morale of employees in completing work makes it difficult for employees to actualize themselves. Due to the large amount of work carried out, employees are no longer able to participate in other activities. So the authorities are expected to be able to evaluate the duties and functions of each employee can develop a good job, be creative and innovative.

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