

# Competency Analysis of Family Hope Program Companion in Improving Makassar City Performance (Case Study of Tallo District Facilitator)

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## ABSTRACT

This research tries to describe the competency theory to see the performance of the companion of the hope family program. Competence is needed to improve the performance of assistants in the city of Makassar. Competence is an important factor to improve human resource performance. This method uses qualitative methods with descriptive types, using a qualitative approach, data collection techniques, in-depth interviews, documentation and observation. The data were analyzed using data reduction techniques, presenting data conclusions. The results showed that there are competencies possessed by the hopeful family program companion to improve the performance of PKH facilitators in the city of Makassar. Judging from two dimensions, namely 1) the dimension of intention in the form of personal character motivation, self-control and knowledge, 2) The dimension of action in the form of skills that are implemented in the field in carrying out meetings to increase family abilities in their respective areas, in providing motivation to target targets of enthusiasm and motivation. Human resources are very influential in being the spearhead of the community receiving the hope family program that is able to change the mindset of the poor to move out of the poverty line.

## Keywords

Performance, Competence, Assistance, PKH

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## Introduction

In this study, the authors focused on 1 location, namely Tallo District, Makassar City, Tallo District is one of the 14 sub-districts in the city of Makassar, with an area of approximately 8.75 km<sup>2</sup> which is the northernmost sub-district in the city of Makassar. With a population of approximately 135,000. population of 15 urban villages and 78 RW and 467 Rt with heterogeneous population. In this case, the Family of Hope Program in Tallo sub-district is directly fostered by the Ministry of Social Affairs and is accounted for by the Makassar City Social Service. Starting in 2010, South Sulawesi Province received the Family Hope Program for three districts / cities, namely Makassar City, Gowa Regency and Bone Regency. Specifically in Makassar City, the Family Hope Program began in June 2010 with 8 valid PKH participants.. To date, 1.4 million participants have received non-cash PKH assistance. The Family of Hope Program (PKH) in Makassar City, which has offices on the street of bear number 30, has 77 facilitators in the city of Makassar and is divided into 15 sub-districts, and 10 assistants in the Tallo sub-district.

In the PKH program, one of the spearheads of success in this program is the existence of these social workers who act as social assistants. Apart

from social assistance, other elements that drive this program are elements of natural capital, technology, institutions, human capital as human resources in community development. Facilitators are important actors in the success of PKH. Facilitators are PKH implementers at the sub-district level.

Companion is needed because (1). Most of the poor have no power, voice and capacity to fight for their true rights. They need fighters who voice them, who help get their rights, (2). District / city UPPKHs do not have the ability to carry out their duties in all sub-districts at the same time, their tasks are very limited, so it is very difficult to detect all kinds of problems and follow up quickly, so assistants are needed because assistants are PKH's senses.

Based on the background description above, this study formulates several problem formulations: How motives, Traits, Self concepts, Knowledge, skills accompanying the Hope Family Program in improving performance The objectives and uses of this study are: Research Objectives To find out how motives Traits, Self concept, Knowledge, companion skills of the Family of Hope Program in enhancing the performance of the companion's Specific Research Purpose, are expected to increase knowledge in the discussion of the

companion's performance, and can become information material for the community, researchers and other related parties. In practical terms, this research can provide positive input for the Makassar City Government in making decisions related to PKH companion performance research.

### Literature Review

In (Basuki, 2018)Edi Sutrisno (2014) explains that there are five characteristics of competence according to Spenser end Spenser, namely (a.) Motives is something where a person consistently thinks so that he takes action. For example, people who have achievement motivation consistently develop goals that challenge them and take full responsibility for achieving these goals and expect

feedback to improve themselves (b) Traits, are characteristics that make people behave or how someone responds to something in a certain way, for example, self-confidence, self-control, stress, or fortitude (c). self-concept of attitudes and values of a person's attitudes and values are measured through tests to respondents to find out how one's values are, what is attractive to someone doing something, for example someone who is considered to be a leader should have leadership behavior so there is a need for a test on leadership ability . (e). knowledge, is information that a person has for a particular field,

The knowledge test measures the test taker's ability to choose the most correct answer, but cannot see whether someone can do work based on their knowledge (e). Skill is the ability to carry out a certain task either physically or in a program related to HR MIS. According to Anderson(Sudarmanto, 2015) The new productivity paradigm is the actual measurement of the overall performance of the organization, not only the efficiency or the physical dimension, but also the intangible dimension.

Related to the concept of performance, Rummler and Brache (Wibowo, 2019)argues that there are 3 things at the level of performance, namely: (a) Organizational performance, which is the achievement of results (out-come) at the organizational level or performance analysis at the organizational level related to organizational goals, organizational design, and organizational management. (b) Process performance, is the

performance of the process stages in producing a product or service, the performance of this process is influenced by the process objectives, process design and process management. (c) Individual and job performance; is the achievement or effectiveness at the employee or job level, performance at this level is influenced by the goals, job design work and job management as well as individual characteristics.

In various libraries, the notion of performance varies widely, however, from various differences, the meaning of inner is categorized into two broad lines. (d) Performance refers to the notion as a result, in the context of results stating that performance is a record of the results produced (produced) on a particular job function or activity during a certain period. (e) Performance refers to the notion of behavior, related to performance as behavior, Murphy(Sudarmanto, 2015)states that performance is a set of behaviors that are relevant to the goals of the organization or organizational unit where people work. (f) The definition of employee performance that has been proposed is the comparison achieved with the participation of the united-time labor. (g) According to Gomes (Mangkunegara, 2014) Phrases such as output, efficiency and effectiveness are often associated with productivity. (h) According to Mangkenegara, 2014 that employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him.

Performance standards are an important and often overlooked element in the performance review process. Performance standards explain what managers expect from workers so that workers understand, clarification of what is expected is important to guide workers' behavior and are used as a basis for assessing performance standards as a measure of performance to be effective in every Kirkpatric job (Widodo, 2014 ). To be able to measure performance well, many experts or experts have an opinion about performance standards that can be used: (1) Martin and Bartol (Doni, 2014) state that performance standards should be based on work, linked to the requirements outlined from job analysis, and reflected in the job description and job specifications. (2) According to Gomes (Mangkunegara,

Broadly speaking, it is clarified in two, namely, firstly, the relative research required by the assessment model by comparing one's performance with others in the same position, the second is the focus of performance measurement with 3 models. Related to Darwis' performance measures and standards, (Wibowo, 2014) states that there is performance measurement. in the book (Moehariono, 2014). As for determining performance indicators, there are usually several ways that leaders can do and some employee representatives can brainstorm there are seventeen requirements for good and ideal indicators in performance measurement: Specific and clear, Measureable, Attributable, Flexible, Effective, Consistency, Comparability, In the short term, this assistance fund is expected to reduce the burden on household expenditures (direct consumption impact) and in the long term it will represent a better future generation investment through improving health and education (impact of human capital development). This means that PKH is expected to be a capable program specifically, the objectives of PKH are explained as follows: (a) Increasing access and quality of education and health services for PKH participants,

Based on the theoretical theory, the theoretical framework for this determination can be explained in the following chart by looking at several indicators of potential in measuring the performance of a family program companion (according to Spenseer End Spenseer): which includes motivation, personal character, self-concept, knowledge and behavioral behavior that is in oneself. companion of the hope family program

The research focus focuses on the Competency Analysis of the Family Hope Program Companion in Improving the Performance of Makassar City is intended to limit research to select relevant data and irrelevant data so that it does not need to be intended in research (Bungin, 2001: 24)

In Edi Sutrisno's (2014) book, there are five characteristics of competence according to Spenser end Spenser (1993), namely Motives Traits, self concept, knowledge. Skill is something where a person consistently thinks so that he takes action. For example, people who have achievement motivation consistently develop goals that challenge them and are fully responsible

for achieving these goals and expect feedback to improve themselves.

### Methodology

The time in this research was carried out within 2 months starting from April to May 2018. more, where the object of this research was carried out in Tallo District, the selection of this location was based on the condition of the area which has the number of KPM family hope program, one of the districts with the number of families There are quite a lot of Beneficiaries (KPM) in the city of Makassar.

Describing an event that occurred in Widodo's book (Djam'an and Aan Komariah 2014: 28), which is a study that describes the Competency Analysis of the Family Hope Program Companion in Improving Performance) "This type of research is a phenomenological type intended to provide a clear picture of the problems- the problems studied are based on the experiences of the informants. The problem under study is regarding the Competency Analysis of the Family Hope Program Companion in Improving the Performance of Makassar City. (A Case Study of the Family Hope Program Companion in Tallo District) "

Data collection techniques are the most strategic steps in research, to obtain the information data needed in this study, the authors use data collection techniques according to Sugiyono (2016: 137) as follows: (1). Observation technique This technique is done by observing and recording directly in the field which is the location of the research. In this study the researcher was involved with the daily activities of the person being observed or who was used as a source of research data and what was done was direct observation of the activity of the companion of the Family Hope Program (2). Interview technique The interview technique is a data collection technique conducted by researchers by conducting interviews with several informants taken, among other things, the Head of the Makassar City Social Service, The coordinator of the PPKH Makassar City area, the PPKH Makassar City Coordinator, the District Coordinator for the Tallo sub-district, a companion assigned to the Tallo sub-district, and the Beneficiary Family (KPM) of the Harapan Family Program. (3) Documentation is a data collection technique, by collecting data related to

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### Data Analysis

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### Results and Discussions

The Family of Hope Program (PKH) in Makassar City, which has offices on the street of bear number 30, has 77 facilitators in the city of Makassar and is divided into 15 sub-districts, and 10 assistants in the Tallo sub-district. Regarding PKH education, it was stated by one of the PKH coordinators in the Makassar area, they said that there were often teachers who complained about additional work in the form of verification. PKH is allocated to regional areas that have met the conditions specified specifically for the city of Makassar, the number of PKH recipients in 2017 was KPM spread across several districts.

The realization of an Indonesia that is sovereign, independent, and with a personality based on values and the spirit of mutual cooperation, The

success of PKH to build a MAKMUR city community. The efforts that will be carried out to realize the vision of national development (2015-2019) which is also used as the Vision of the Ministry of Social Affairs are carried out through 7 (seven) national development missions, namely: (1) Realizing national security that is capable of maintaining regional sovereignty, sustaining economic independence by securing maritime resources, and reflecting Indonesia's identity as an archipelagic state. (2). Creating a developed, balanced and democratic population based on a rule of law. And several others. PKH Facilitators have obligations (1). Implement all PKH provisions and regulations that have been established in accordance with the PKH guidebook and program policies. (2). Coordinating with the village / kelurahan administration district apparatus, the technical implementation unit (UPT) of education and UPT health. (3). Coordinate with district / city coordinators and cooperate with other PKH facilitators in their respective regions (4). Provide assistance to PKH participants and ensure the implementation of attendance commitments to educational facility services and health facility services in accordance with predetermined provisions. (5). Provide assistance and advocacy to PKH participants so that they can obtain their rights as PKH participants and to obtain rights to complementary programs, which include the Smart Indonesia Program (KIP), the Healthy Indonesia Program (KIS) and other productive economic enterprises. (6) Responsible for the achievement of targets and the quality of PKH activities in his working area. Coordinate with district / city coordinators and cooperate with

other PKH facilitators in their respective regions (4). Provide assistance to PKH participants and ensure the implementation of attendance commitments to educational facility services and health facility services in accordance with predetermined provisions. (5). Provide assistance and advocacy to PKH participants so that they can obtain their rights as PKH participants and to obtain rights to complementary programs, which include the Smart Indonesia Program (KIP), the Healthy Indonesia Program (KIS) and other productive economic enterprises. (6) Responsible for the achievement of targets and the quality of PKH activities in his working area. Provide assistance to PKH participants and ensure the implementation of attendance commitments to educational facility services and health facility services in accordance with predetermined provisions. (5). Provide assistance and advocacy to PKH participants so that they can obtain their rights as PKH participants and to obtain rights to complementary programs, which include the Smart Indonesia Program (KIP), the Healthy Indonesia Program (KIS) and other productive economic enterprises. (6) Responsible for the achievement of targets and the quality of PKH activities in his working area. Provide assistance to PKH participants and ensure the implementation of attendance commitments to educational facility services and health facility services in accordance with predetermined provisions. (5). Provide assistance and advocacy to PKH participants so that they can obtain their rights as PKH participants and to obtain rights to complementary programs, which include the Smart Indonesia Program (KIP), the Healthy Indonesia Program (KIS) and other productive economic enterprises. (6) Responsible for the achievement of targets and the quality of PKH activities in his working area. which includes the Smart Indonesia Program (KIP), the Healthy Indonesia Program (KIS) and other productive economic enterprises. (6) Responsible for the achievement of targets and the quality of PKH activities in his working area. which includes the Smart Indonesia Program (KIP), the Healthy Indonesia Program (KIS) and other productive economic enterprises. (6) Responsible for the achievement of targets and the quality of PKH activities in his working area.

Geographically, Makassar City is located on the west coast of the southern part of South Sulawesi, at coordinates between 119 ° 18 '27.97 "to 119 ° 32' 31.03" East Longitude and 5 ° 30 '18 "- 5 ° 14' 49 " South latitude. The height of this city varies between 0 - 25 meters above sea level, the temperature is between 20 ° C - 32 ° C. Apart from having land area, Makassar city also has an archipelago that can be seen along the coastline of Makassar City. These islands are a group of coral islands totaling 12 islands which are better known as the Spermonde Islands. Makassar City is the capital of South Sulawesi Province and is the fourth largest city in Indonesia which has an area of 175.79 km<sup>2</sup> with a line length of 52.8 km which consists of a coastline of 36.1 km of coastal areas. and the 16.7 km long coastline of islands and gusung. Makassar City has a population of 1,339,374 people, so this city has become a Metropolitan city.

In carrying out their duties, PKH Facilitators are required to uphold the following ethical values: a. Carry out duties with honesty, responsibility and high integrity. b. Carry out tasks with care and discipline. c. Serve with respect, courtesy and without pressure d. Carry out tasks in accordance with orders from superiors or authorized officials as long as they do not conflict with the provisions of laws and regulations and government ethics. e. Maintain confidentiality regarding state policies and do not provide PKH registration data either verbally or in writing to other parties unless permission is obtained from the Ministry of Social Affairs f. Using state property and assets responsibly, effectively and efficiently g. Keeping that there is no conflict of interest in carrying out their duties h. Provide information correctly and not misleadingly to other parties who need information related to official interests i. Do not misuse information, duties, status, power and position to get benefits or benefits for oneself or for others. J. Do not misuse funds, including quoting funds from PKH participants and bringing or saving PKH aid money. K. Does not manipulate / falsify data and documents for the benefit of program reports Does not violate the social security director's decree regarding the prohibition of dual work.

The competence of the companion is seen from the motives according to one of the agencies responsible for the Family Hope Program (PKH),

the spirit, the salary that encourages the companion, one of the accompanying informants from the results of the competency analysis interview in improving the performance of the Family Hope Program companion seen from the motives listed in the table above. "Yes" builds trust in the community, and can share time with the family because the family program assistant hopes to work at their respective places. This statement was strengthened by several informants who assisted "A" the Family Hope program who worked in the Tallo District, Makassar City.

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The competence of the companion of the hope family program seen from the point of view of the dimension of intention, the researcher interviewing several companion informants can conclude that the goal / challenge is one of the factors in improving the performance of the companion, making the community more prosperous is the goal of the hope family program besides that the companion also teaches building a more harmonious family with the knowledge that the companion has besides that in achieving goals, there are many processes that must be carried out as well as challenges that often occur. Therefore, the companion of the hope family program must be clever at seeing conditions in the field when dealing with Beneficiary Families (KPM). Based on the above statement, reinforced by the results of the interview, several motivations are very

important and very influential in improving the performance of assistants with the presence of community development as one of the motivations for the companion to feel very proud or enthusiastic in achieving goals and challenges that must be faced in the field. Appraisal of the mentor's performance as a challenge faced by the assistant is also trying to continuously try and achieve good results, with the feedback between the mentor and the KPM, there is an increase in the experience of the companion's experience.

Indicators of personal character in the dimension of intention are also things that support or one of the factors in improving the performance of the companion of the hope family program, in personal character it can be seen from the side of a companion's confidence, self-control and the character of the companion of the hope family program. Based on the results of the interviews of several informants in seeing the performance of the companion program of the hope family, seen from the dimensions of intention, personal characteristics in controlling the beneficiary informants. That the companion of the Hope Family Program is very good in carrying out its role as a companion to the Hope Family Program. The sentence above is strengthened by the results of interviews from informants of beneficiary families (KPM).

Personal character (traits) self-confidence is a positive attitude of a companion that enables him to develop a positive assessment of himself and the community or the situation he faces, where he feels competent, that is able and believes that he can because it is supported by the experience of the companion's experience. hope family program. This is also influenced by the companion's self-control in dealing with problems in the field to solve problems that often occur, with the character possessed by the companion is very important in achieving goals.

According to Spenser end Spenser (Edi Sutrisno: 2014) competence is a characteristic that underlies a person and is related to the effectiveness of individual performance in their work, the causes are related to effective performance. Based on the explanation of the research on the competence of the family program companion hope in improving the city of Makassar, the results of data reduction are seen from the self-concept indicator. Based on

the point of view of the attitude and value in responding, the attitude and values in responding are very good by being a companion to the family program, the expectations of the recruitment are very strict, with this supervision the companion who passed the test is no doubt about the existing values. on the companion program of the hope family, This can be concluded from the statement of one of the government informants with the initials "NH. This was reinforced by the statement of the results of the interview with the PKH city coordinator at the secretariat of the Family Hope Program (PKH).

This is seen also from the point of view of the results of the interview with the companion program in the hope family spenser end spenser said that competency attitudes and values are needed in, a value which is something that allows individuals or social groups to make decisions or as something to be achieved,

Dynamically, values are learned from social products and slowly internalized. Value is a conceptual standard that is relatively stable and empirical guides people in determining the goals they want to achieve and activities in order to meet their psychological needs. Meanwhile, leadership is also very important to see from the dimensions of the intention of the potential indicators of process leadership companioninfluencing or giving an example by the leader to his followers or society in an effort to achieve the goals of an effective leader who has certain characteristics or characteristics that are very important, for example, the characteristics of a future view

Based on the results of observations and the results of data reduction of knowledge indicators in companion competencies to improve the performance of the city of Makassar, information is one of the points of knowledge provided by the Ministry of Social Affairs to develop beneficiaries with information on the knowledge that the companion gets, and also the manager of the family program hopes to hold training and education. , as well as guidance by the family hope program assistant to add insight or information about the technical implementation of the family hope program, from the results

Competency analysis in improving the performance of a companion, the action

dimension indicator is seen from the ability factor that the ability is something that affects the improvement of the companion's performance. The following are the conclusions of the results of the author's interview and some research informants think that the assistant must have the ability to work both physically and mentally in the field and be able to take policy policies for the benefit of society. This was confirmed by one government informant in the results of the interview.

The conclusion of the action dimension indicator according to the spenser end spenser in improving the companion performance of the family hope program Skill (behavior) is very influential to improve the performance of the companion with the competencies that exist in the companion that must be improved because good behavior will be under the field and also that ability is one benchmarks which are very important to help achieve the goals of the Hope Family Program policy in the city of Makassar.

### Conclusions Limitations and Future Studies

From the results of the study, the authors conclude that the competence analyst of the Family Hope Program companion in improving the performance of the City of Maxim, using the Spenser End Spenser theory says that seeing a performance can be measured by competence seen from two indicators of the intention dimension and the action dimension. Based on the results of the research which shows in the previous chapter, there are suggestions to improve the Performance of the Family Hope Program Companion in Makassar City, the researchers found several things in the field of suggestions and messages from several informants both in the government, companion of the Hope Family and Beneficiary Families (KPM). In future research, it can be developed using theory, which is related to public administration such as the theory described by Philip Leifeld with his findings using discourse theory, communication, which is suggested to be discussed in planned program policies.

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