

Performance Analysis of SATPOL PP to PPKM Policy in Administrative City of South Jakarta

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ABSTRACT

The policy of implementing restrictions on community activities (PPKM) is a policy made by the government in controlling the COVID-19 pandemic in Indonesia, so good performance is needed in guarding the policy. This study aims to describe the performance of the Civil Service Police Unit, South Jakarta Administration. Determination of informants using a purposive sampling technique. Data was collected by using interviews, observation, and documentation techniques. The validity of the data in this study uses data triangulation. Data analysis through the process of data collection, data presentation, conclusion drawing, and data verification. The data analysis technique used descriptive and qualitative analysis techniques. The results of the research on the performance of the SATPOL PP in guarding the implementation of PPKM in the South Jakarta Administrative City are quite good in terms of several dimensions, namely the dimensions of work quality, dimensions of work quantity, dimensions of employee consistency, dimensions of cooperation and dimensions of employee attitudes, but still need improvement in the quality of work and consistency. The obstacles that affect the performance SATPOL PP in overseeing the implementation of restrictions on community activities (PPKM) in the South Jakarta Administrative City are the lack of Civil Servant Investigators (PPNS), PPKM policies that are always changing, and the lack of public awareness of the importance of health protocols.



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INTRODUCTION

Policy Implementation of restrictions on community activities or abbreviated as (PPKM) is a limitation of community activities regulated in the Instruction of the Minister of Home Affairs Number 1 of 2021, which is enforced in parts of Java and Bali ([Miharja et al., 2021](#)) PPKM replaces the term large-scale social restrictions ([Muhyiddin & Nugroho, 2021](#)). This government policy applies to DKI Jakarta and 23 regencies/cities in six provinces that are included in high-risk areas for the spread of COVID-19. With the issuance of the Instruction of the Minister of Home Affairs regarding PPKM, every regional head, namely the Governor, issues a Governor's Decree regarding PPKM, DKI Jakarta itself is the province that first

imposed restrictions on society with the issuance of the Governor's Decree number 33 of 2020 concerning the implementation of large-scale social policies, this policy was taken by the DKI Jakarta Government. In order to control the spread of COVID-19. In order to succeed in the policies that have been issued by the government related to the PPKM policy, the participation of the Civil Service Police Unit (SATPOL PP) is very important and needed in overseeing the policy for the Enforcement of Community Activity Restrictions (PPKM) in DKI Jakarta, especially in the South Jakarta Administrative City.

Has the task of enforcing regional regulations, organizing public order and public peace, and providing protection to the community, is the foremost officer in an effort to prevent the spread of COVID-19 by continuously maximizing the supervision and control of community activities ([Handayani & Kurniawan, 2021](#)) in the city of South Jakarta administration, even though many efforts have been made by the SATPOL PP but there are still many violations that continue to occur, there are still many business actors or the public who violate the PPKM policy. The role of the SATPOL PP should be taken into account because since PPKM was implemented, the SATPOL PP has routinely monitored workplaces that have not implemented WFH (work from home), enforced controls on people or individuals who do not wear masks and checked places of business ([Kumala, 2020](#); [Nainggolan et al., 2021](#)). Restaurants that do not limit visitors or do not follow the rules of opening at predetermined hours and also routine patrols in crowded or crowd-prone places.

Therefore, the role of the SATPOL PP is expected to be able to monitor and control people during the implementation of PPKM who are active in the South Jakarta Administrative City more optimally as a form of accelerating the handling of COVID-19 cases. The following is the data on the results of the action and the imposition of sanctions by the South Jakarta City Administration SATPOL PP for the period March - December 2020;

Information	Fine	Social Work	1x24 Hour Temporary Closure	3x24 Hour Temporary Closure	Total
Individual /Mask	235	1.737	-	1	1.973
Places to Eat and Drink, Restaurants	8	-	16	-	24
Social and Cultural Activity	2	-	-	-	2
Business Place/ Industrial	-	-	-	1	1
Total	245	1.737	16	2	2.000

Table 1. Recapitulation of Prosecution Results of PPKM/PSBB Violators in the South Jakarta Administrative City Area for the Year 2020. Source: SATPOL PP South Jakarta Administrative City (2020).

From the table above, it can be seen that the action taken by the SATPOL PP of the South Jakarta City Administration is still dominated by violators who do not wear masks but are less than optimal in taking action against places of eating and drinking, restaurants, social and cultural activities as well as places of business/office/industry. In the community, there is still selective logging or supervision in other sectors that are less than optimal. Performance appraisal is an important factor to improve the performance of SATPOL PP members. The parts that show the ability of SATPOL PP members that are less than optimal can be identified so that strategies can be determined to improve their performance. An interesting aspect that is examined from the performance of Satpol PP is the ability of SATPOL PP to carry out work

or tasks during the PPKM period. The results of a preliminary study conducted by the author through observations of the performance of the civil service police unit in overseeing the PPKM policy in the South Jakarta Administrative City show that there are several problems as described in the following description;

(1). The lack of Civil Servant Investigator (PPNS) personnel within the Civil Service Police Unit of South Jakarta City Administration has resulted in less than optimal action in the field; (2). Coordination with related Regional Apparatus Work Units (SKPD) occurred slowly due to the implementation of the WFH work system; (3) Policies for the imposition of restrictions on community activities (PPKM) are changing, so that members of the South Jakarta City SATPOL PP must first adjust to the new policies and the pattern of supervision of PPKM will also change.

Rank	Year 2019	Year 2020
IV	92,70	92,80
III	91,05	91,20
II	90,01	90,05
Average	91,25	91,35

Table 2. Recapitulation of Work Values SATPOL PP Source: SATPOL PP Administration of South Jakarta City (2021)

Based on the table above, the percentage quality of Satpol PP performance has not been satisfactory because improvements still need to be made, and in the PPKM period, the performance of SATPOL PP needs to be improved because it has an important role in overseeing PPKM policies in the South Jakarta Administrative City as an effort to break the chain of the spread of COVID-19. Previous research that became reference material in conducting research on performance analysis of civil service police units in overseeing policies to enforce restrictions on community activities. In its performance, the enforcement of Regional Regulations by the SATPOL PP has been running with good quality, the appropriate time range and the procedures are not difficult. The role of SATPOL PP in supervising, controlling and preventing the spread of COVID-19 during Large-Scale Social Restrictions (PSBB). In general, SATPOL PP tries to overcome the existing problems, obstacles have been found in the field such as people who do not use masks and continue to crowd with the excuse of family members.

Analysis of Factors Influencing the SATPOL PP emphasizes human resources, facilities, and communication and has a positive effect on the performance of SATPOL PP. These studies mostly talk about the performance of the civil service police unit in handling street vendors and controlling entertainment venues, but the current research takes a different perspective, namely the performance of the civil service police unit in overseeing policies to enforce restrictions on community activities so it looks very original. research conducted by the author. Performance is very important and must be considered by all management, both at the level of small and large organizations. The work achieved by the organization or employees is a form of accountability to the organization and the public. Performance in carrying out its functions does not stand alone, but is always related to employee job satisfaction and the level of compensation given, and is influenced by skills, abilities and individual characteristics ([Syamsuddin, 2020](#)). If the performance of personnel is rewarded, it is likely to encourage the high effort of personnel or employees to produce performance ([Wijaya, 2020](#)).

Meanwhile, if the employee's performance is not rewarded, it is likely to cause a low effort of personnel to produce performance ([Boit, 2019](#)). According to ([Moeheriono & Si, 2012:95](#)) performance is a description of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, vision, and mission of the organization as outlined in an organization's strategic planning. Meanwhile, according ([Veithzal & Sagala, 2013](#)) performance is a general term used in part or all of the actions or activities of an organization in a period with a reference to a number of standards such as

projected past costs on the basis of efficiency, accountability or management accountability and such. The description of performance involves three important components, namely: objectives, measures, and assessments. Determining the goals of each organizational unit is a strategy to improve performance. This goal will give direction and influence how the work behavior that the organization expects of each person should be.

RESEARCH METHOD

This study uses a qualitative approach. Qualitative research aims to examine certain cases in-depth and thoroughly. As stated by ([Sutopo, 2012:35](#)) namely "With qualitative descriptive research, the data collected is mainly in the form of words, sentences or pictures that have more meaning than just numbers or frequencies". This type of research is descriptive, namely research that is used to obtain an accurate and complete picture of a symptom. Where in it there are also data, words, and pictures (qualitative) as well as numerical data (quantitative) ([Sutopo, 2012:35](#)). Descriptive qualitative research was used to analyze the performance of the civil service police unit in overseeing the policy of imposing restrictions on community activities in the South Jakarta Administrative City. Determination of informants in this study was carried out using purposive sampling, which is a technique of taking informants or sources with specific objectives according to the research theme because the person is considered to have the information needed for research ([Moleong, 2010:118](#)). Related to this, researchers choose informants who are considered to know the problems to be studied and are able to provide information that can be developed to obtain research data.

RESULTS AND DISCUSSION

SATPOL PP in accordance with Government Regulation No. 16 of 2018 concerning SATPOL PP article 1 states that the civil service police called Satpol PP are members of SATPOL PP as a special unit of Regional Government given by civil servants and given tasks, responsibilities, and according to authority in accordance with the legislation in the enforcement of regional regulations and regional head regulations, the implementation of public order and the implementation of regional general peace and community protection. SATPOL PP has a very important role in overseeing the implementation of restrictions on community activities (PPKM) in the South Jakarta Administrative City area as follows (1). Conducting socialization of health protocol rules (wearing masks, washing hands, and maintaining distance); (2). Carry out supervision and enforcement of health protocols; (3). Doing insulation at the Jakarta border posts (special holidays and according to the development of COVID-19); (4). Supervise the workplace, private, and government offices in accordance with the restrictions specified in the PPKM policy; (5). Implement restrictions in the business sector, restaurants, cafes, food stalls, and also in shopping places.

In accordance with the above role to analyze the performance of the South Jakarta City Administration SATPOL PP, the author uses the ([Mangkunegara, 2005: 69](#)) about evaluating employee performance in an organization, namely: (a). The quality of work achieved is based on the requirements for suitability and readiness; (b). Quantity of work is the amount of work done in a period of time determined by the company; (c). Employee consistency, namely the ability to improve skills and knowledge, (d). Cooperation, namely the ability and willingness to cooperate with other people (fellow members of the organization); (e). Employee attitudes, namely the ability to comply with regulations and employee loyalty in carrying out work. then the results obtained will be analyzed in depth based on the findings of researchers on the performance of the PP SATPOL the implementation of restrictions on community activities (PPKM) in the South Jakarta Administrative City.

The performance of SATPOL PP in guarding the Enforcement of Restrictions on Community Activities.

Work Quality Dimension.

Quality of work is a result that can be measured effectively and efficiently of a job done by human resources or other resources in achieving the goals or objectives of the company

properly and efficiently ([Shahzad et al., 2018](#)). This is what causes one company to another to compete in terms of improving quality, both in terms of improving the quality of human resources and product quality ([Blackburn & Rosen 1993](#)). Increasing human resources is an activity carried out together with employees and managers with the aim of finding added value so that the company can face competitive challenges. Judging from the dimensions of the quality of work of the SATPOL PP according to the answers from the informants above, it can be seen that the performance of the SATPOL PP has been going well with the fulfillment of indicators from the dimensions of work quality, namely being able to carry out work in accordance with the main tasks and functions, working in accordance with organizational standards and for indicators of being able to achieve results. Accurate work and rarely make mistakes still need to be improved because there are still insufficient witnesses to the violators in accordance with the applicable rules, so the work results are not accurate.

Working Quantity Dimension.

The quantity of work in question is the number of jobs that can be completed by employees within a predetermined time ([Murakami & Suehisa, 2007](#)). If the number of jobs that can be completed by employees is increasing, the better the performance will be, Employees who always try to complete the work given, show a huge responsibility ([Sørensen & Holman, 2014](#)). General work quantity assessment is done by comparing targets and results achieved by employees ([Jun et al., 2015](#)). When he managed to exceed the standards that have been set, you could say he succeeded. However, if the quantity of work is low, the company needs to further evaluate what happened to the employee. The quantity of work is to describe the fulfillment of the targets set so as to show the organization's ability to manage its resources to achieve its goals. The first indicator of the quantity of work is how SATPOL PP personnel can complete work on time. In this case, according to the informant of the Head of the South Jakarta Administrative City SATPOL PP that he was able to carry out the work on time and to see the dimensions of the work quantity of the South Jakarta Administrative City SATPOL PP.

Indicators of ability to do additional work from the leadership, and according to the results of interviews with informants that the SATPOL PP is capable of doing additional work from the leadership. Likewise with the targets that have been given to SATPOL PP personnel. So the author concludes from the quantity of performance of SATPOL PP employees that they are good in guarding the Enforcement of Community Activity Restrictions (PPKM) in the South Jakarta City Administration area.

Employee Consistency Dimensions

Consistent is an attitude that is steadfast in one's stance and is unshakable in the face of various obstacles to achieve something that is a goal. To produce a consistent attitude in carrying out professional activities is not easy, at least it takes positive qualities that support it. Then it is consistent that you have to build a pattern of thinking first ([Snyder & Tanke, 1976](#)). Consistency is a trait that we can hold on to until we reach the specific goals we want to achieve, Consistency is the same action that is done repeatedly from time to time, especially since this action is done to be fair and accurate ([Mackworth, 1977; Sen, 1993](#)). From the results of the research above, the author concludes that the consistency of the SATPOL PP employees of the South Jakarta City Administration, with indicators whether the Satpol PP is able to follow the development of science and technology and according to the informant above that all personnel of the South Jakarta City Administrative SATPOL PP have mastered IT and follow developments in the field Science and technology reports on public complaints always use information technology. Likewise, with the consistency in seeking knowledge, the South Jakarta Administrative City SATPOL PP is considered consistent.

Another indicator of consistency is how SATPOL PP members improve skills from time to time, according to the informant according to the interview results that SATPOL PP always improves skills to support tasks in the field especially in communicating with the community because PPKM policies are always changing and need skills in implementing supervision,

socialization, and enforcement. But in field observations, the skills of the SATPOL PP need to be improved, this is seen in accordance with the data on civil servants who are still few and this indicates that skills still need improvement. And in terms of knowledge, SATPOL PP personnel of the South Jakarta City Administration are also always consistent to seek adequate knowledge from time to time, this is to achieve increased performance results. So according to the research above, it can be seen that the performance of the SATPOL PP of the South Jakarta City Administration seen from the consistency in both the development of knowledge and skills is considered consistent in supporting the improvement of work results even though in terms of indicators of skill improvement still need to be improved.

Cooperation Dimension.

Cooperation is a joint effort between individuals or social groups to achieve common goals ([Yudiatmaja, 2017](#)). Cooperation is done since humans interact with each other. The habit and attitude of wanting to work together begin in childhood begin in family life, and then increase in wider social groups ([Pillutla & Chen, 1999](#)). Cooperation begins with a common orientation ([Pertiwi et al., 2014](#)). In cooperation, the tasks assigned to each individual can be different from one another. Cooperation is the ability and willingness to cooperate with other people (fellow members), Cooperation includes three indicators, namely working in a solid manner, willingness to help colleagues, and the ability to coordinate with other departments ([Fritsch & Lukas, 1999](#); [Lamhaug et al., 2013](#)). From the results of the study, it can be seen that the SATPOL PP in carrying out their duties is always solid because the SATPOL PP in carrying out the work is carried out in a team and the SATPOL PP in carrying out their duties always prioritizes cooperation and also in helping colleagues who experience this difficulty has been awakened in the soul of SATPOL PP because The first time he entered the SATPOL PP, togetherness and kinship had been built so that he could help colleagues who were having difficulties.

In cooperation with other agencies, it is also necessary to achieve good performance. SATPOL PP has been able to coordinate well with other parts, in this case, the enforcement of PPKM rules, many other parties or stage holders involved include the police, TNI, and other agencies, and during This PPKM coordination is always good and in accordance with field observations that every PPKM supervision in the South Jakarta Administrative City, whether monitoring offices, business premises, restaurants, cafes, and others, is always seen by the police, TNI and other agencies jointly carrying out this supervision. that the SATPOL PP is able to cooperate or coordinate well with other departments, it can be concluded that the dimensions of the work quantity of the SATPOL PP for the South Jakarta Administration City are good because the indicators work solidly, work loyalty and good coordination with other sections have gone well.

Employee Attitude Dimensions.

Attitudes are evaluative statements towards objects, people, or events ([Rogelberg et al., 2000](#)), This reflects one's feelings towards something both individually and in groups ([Truitt, 2011](#); [Schneider et al., 1996](#)). Employee attitudes, namely the ability to comply with regulations and employee loyalty in carrying out work ([Hameed & Waheed, 2011](#)). Employee attitudes include three indicators, namely obeying work regulations, loyalty to the organization, and giving the best for the progress of the organization. From the results of the study according to the informants, it can be seen that the attitude of the SATPOL PP of the South Jakarta City Administration in carrying out their duties is good in obeying organizational regulations and also loyalty to the organization is also good. 1x24 hour holiday always in the field. This is all for the advancement of the SATPOL PP organization to always provide the best for the progress of the SATPOL PP organization and in line with observations in the field, it can be seen that PPKM supervision does not stop, the SATPOL PP always patrols in the morning, afternoon, evening, and night and also guards barriers at the South Jakarta border as well if there are public complaints through the JAKI application and CMR.

SATPOL PP always takes action. proceed with the complaint quickly. So it can be concluded that the performance of the South Jakarta City Administration SATPOL PP in terms of the dimensions of employee attitudes is good because the three indicators have been fulfilled, namely obeying organizational regulations, having loyalty, and providing the best for the organization.

Problem Performance of the SATPOL PP overseeing the PPKM policy in South Jakarta Administrative City.

The community has not all participated in applying the rules for implementing PPKM in the South Jakarta Administrative City. This is proven by the fact that people still don't care about the importance of health protocols, because a policy must be supported by the role of the community so that implementation in the field is as expected, namely efforts to break the COVID-19 chain. South Jakarta SATPOL PP personnel also experienced problems in enforcing PPKM rules where SATPOL PP was also exposed to COVID-19 which would automatically affect performance due to a shortage of personnel, Lack of Civil Servant Investigator (PPNS) personnel in the South Jakarta City Administration SATPOL PP environment so that inaction violators of health protocols during PPKM were less than optimal. Efforts are being made to overcome SATPOL PP performance problems in overseeing PPKM policies in the South Jakarta Administrative City, namely the South Jakarta Administrative City SATPOL PP organization always coordinates with SKPD/UPD and related agencies so that health protocols are disseminated to the public massively and coordinate with the sub-district and village heads to help inform PPKM policies through stakeholders such as RT/RW, LMK, FKDM, and PKK.

Then, to fulfill the shortage of Civil Investigating Officers (PPNS) in the South Jakarta City Administrative SATPOL PP. SATPOL PP always tries to submit to the DKI Jakarta Human Resources Agency (BPSDM) so that the PPNS Basic Education and Training program is reproduced to meet the ideal organizational needs. In the case of PPKM rules, which always change every two weeks, the SATPOL PP leadership gives directions to members where before carrying out their duties to the field, ensure that each personnel master the latest policies and study the rules first before acting so as to reduce friction with the community.

CONCLUSION

The performance of the SATPOL PP in guarding the imposition of restrictions on community activities in the administrative city of south Jakarta There are five dimensions of performance related to the performance of the SATPOL PP in guarding the PPKM policy in the South Jakarta Administrative City Area where the result is that the quality of work is not optimal, the quantity has been fulfilled, namely doing work according to duties, organizational standards and being able to carry out additional tasks from the leadership, employee consistency is known to be not optimal. from the organization, helping colleagues who have difficulty in carrying out tasks in the field and also coordinating well with other parts of the agency, and the attitude of employees can be seen that the attitude of employees is good, it can be seen by SATPOL PP always obeys the work rules set by the organization, has a very high loyalty to the organization and provides the best for the progress of the organization.

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