The Competency of Bureaucrats in the Disaster Management Agency (BPBD) of Gowa Regency, South Sulawesi Province, Indonesia

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ABSTRACT

Human resource must have high competency because the competency will be able to support the improvement of bureaucrat performance achievements. So far, many government agencies do not have bureaucrats with adequate competence yet, this is evidenced by the low productivity of bureaucrats and the difficulties in measuring the performance of bureaucrats within the scope of government agencies. The purpose of this study was to analyze the competence of bureaucrats in the Disaster Management Agency (BPBD) of Gowa Regency, South Sulawesi Province. The research method used is a quantitative approach. Data collection techniques are interviews, documents and observations. The data analysis technique is data analysis using the SPPS application. The result of the research is to provide logical systematic steps in solving the problem is the best method for solving the next indicator problem, the results of data processing show that it always works in a definite direction when solving a problem there is a clear procedure that must be followed indicating that of the 23 respondents, 35% strongly agreed, 58% agreed, 7% expressed doubt, and none of the respondents expressed disagreement / strongly disagreed. The implication of this research is to increase employee productivity by starting with attention to competence.

Keywords: *Competency, government, productivity*

1. INTRODUCTION

In carrying out the function of the bureaucracy (government), the quality support of the bureaucrats is a must. The quality of bureaucrats is one of the factors to increase the productivity of bureaucratic performance. Therefore, high competency human resources are needed because competence will be able to support the improvement of bureaucrat performance. So far, many government agencies do not yet have bureaucrats with adequate competence, this is evidenced by the low productivity of bureaucrats and the difficulty of measuring the performance of bureaucrats within the scope of government agencies. So far, the performance appraisal of bureaucrats uses the Work Performance Assessment List in which there are 8 (eight) elements, namely honesty, loyalty, obedience, work performance, responsibility, cooperation, leadership and initiative.

This expectation of government employees professionalism is motivated by the gap between the expected performance (intended performance) and the actual performance produced by government employees. There are still many levels of inefficiency in carrying out tasks, which is clear evidence of low competence. The government employees who are less professional and lack moral awareness tend to abuse their authority or abuse state finances. The deviant government employees behavior will become a complicated problem, when government employees has not been able to adapt to the dynamics of environmental change, including being less sensitive to developments in science and technology and difficult to improve its performance (http: //www.bkn. go.id. 2004).

In the author's observations at the Regional Disaster Management Agency (BPBD) Kab. Gowa should be a barometer in achieving high performance. However, empirical facts show that the performance of the bureaucrats is not yet optimal. This can be seen from the activities carried out by some bureaucrats that are not productive. They are not yet professional in public service, there is a tendency for bureaucrats to postpone their work on the grounds that they are waiting for

orders from their superiors. There are two terms that arise from two different schools of the concept of conformity at work. The term is "Competency", which is a description of behavior, and "Competence" which is a description of a job or job results [1].

Although the difference in the meaning of the two terms is generally accepted, the usage is often interchanged, which causes each person to have a different meaning. Generally people use the term competence and the like to create their own meaning according to their interests. Comments Zamkee (1982) [2] said that "Competence, competency-based training and competency models are words that can be interpreted in various ways following their definitions [2], [3]. This difference in meaning stems not from ignorance or market greed, but from some of the fundamental procedures and philosophical differences between those vying to define and shape the concept and set a model for us to use competence in our daily endeavors.

The concept of competency originated from David McClelland's shocking article, "Testing for competency rather than intelligence". The article launched the competency movement in industrial psychology. David McClelland concludes, based on research results, that tests of traditional academic proficiency and content knowledge, as well as school grades and certificates; (1) Unable to predict success at work / life, (2) Usually biased against people with low socio-economic conditions.

This conclusion made David Mc Clelland to ask, if not the intelligence, what can bring to the job / life success, so he began looking for research methods to identify competency variables that can predict employees performance and are not influenced by factors such as economic, social or race. [4] used a criterion sample, a method that compares successful people with less successful people in order to identify characteristics associated with success. These characteristics or competencies, when they appear and are consistently demonstrated, lead to the success of the work. This also causes various definitions of competence.

Spencer and Spencer (Palan, 2007) suggest that competence refers to the characteristics that underlie behavior that describes motives, personal characteristics (characteristics), self-concept, values, knowledge or skills brought by a superior performer. workplace. [5], said that: Competency is the ability and characteristics possessed by the government employees in the form of knowledge, skills and behavioral attitudes needed in carrying out their duties.

Lasmahadi in (Prayitno, 2002), said that competence is defined as the personal aspect of a bureaucrat that allows him to achieve superior performance. Personal aspects include traits, motives, value systems, attitudes of knowledge, and skills [5]–[7]. Competency will

direct behavior, while behavior will result in performance [8] said that competence is a basic trait of a person which is itself related to the implementation of a job effectively or very successfully. Another study put forward by (Muh. Akmal Ibrahim, 2013) said that commitment to an organization greatly determines the insolence of an agency[9], the stronger the commitment, the more successful the agency will be. This is the case (Henni Zainal, Parinsi, Indonesia, Hasan, & Makassar, 2018; Rakib, Zainal, Farwita, & Yusriadi, 2019; Zainal, Baharuddin, & Farwita, 2019; Zainal et al., 2020) if employee commitment high then employee performance will increase [10]–[14].

Ruky (2004: 12) suggests that performance is a periodic assessment of the value of someone who is in a position to observe or assess their work performance, while Dale S. Beach suggests that performance is a systematic assessment of individual employees. regarding the achievements in his work and its potential for development, then Cascio (in Ruky, 2004: 12) argues that performance is a systematic description or description of the strengths and weaknesses associated with the work of a person or a group. Mitchell in (Sedarmayanti, 2003) states that performance includes five aspects, namely: (1) quality of work, (2) promptness, (3) initiative, (4) capability, (5) communication [15].

2. METHOD

This research was conducted using a quantitative approach. Data collection techniques are observation, questionnaires, documents. The data analysis technique is to use SPSS to determine the competence of bureaucrats. The data processing technique used is quantitative, where to find out how the respondent answers to the statements / questions raised in the questionnaire, Likerts Summated Ratings (LSR) will be used

3. RESULTS AND DISCUSSION

To find out the competence of bureaucrats, it can be seen based on the frequency of respondents' answers, as stated as follows:

3.1 Knowledge

To find out the frequency of respondents' answers to the knowledge variable, it can be seen in the tables below: From the results of data processing, it shows that logical systematic steps in solving problems are the best method for solving problems, indicating that out of 23 respondents, 65% of respondents who strongly agreed, 25% who agreed, 10% who expressed doubt, and not one respondent who disagreed / strongly disagreed. This shows that in general the respondents stated that logical systematic steps in solving problems are the best

method to solve the problem. The next indicator, the results of data processing show that they always work in a definite direction when solving a problem there is a clear procedure. What must be followed shows that of the 23 respondents, 35% strongly agree, 58% agree, 7% doubt, and none of the respondents disagree / strongly disagree. This shows that in general, respondents stated that they always work in a certain direction when solving a problem there is a clear procedure that must be followed.

The next indicator, from the results of data processing shows that solving a different problem takes a relatively long time, indicating that of the 23 respondents, 15.4% strongly agreed, 25.4% agreed, 11.5% stated doubtful, 43.1% who disagree, and 4.6% of respondents who strongly disagree. This shows that some respondents stated that solving a different problem does not take a long time.

3.2 Skill

To find out the frequency of respondents' answers to the skill variable, it is described as follows: The next indicator, from the results of data processing shows that asking without expecting an answer will be a waste of time shows that of 23 respondents, 38.5% who stated strongly agree, 18.5 % who agreed, 18.5% who doubted, 15.4% who disagreed, and 12 people 9.2%) who strongly disagreed. This shows that some respondents stated that asking without expecting an answer would be a waste of time, however, a few respondents stated that asking without expecting an answer does not mean wasting time.

The next indicator, from the results of data processing shows that sometimes under certain conditions enthusiasm is needed, indicating that out of 23 respondents, 31.5% strongly agreed, 63.8% agreed, 6 people 4.6% stated doubtful, and none respondent expressed disagreement / strongly disagreed. This shows that in general the respondents stated that sometimes under certain conditions enthusiasm is very necessary.

The next indicator, from the results of data processing shows that people who prioritize to follow the rules related to their affairs then have fun after their tasks are completed will be liked by others. It shows that of 23 respondents, 33.8% who strongly agree, 39.2% agreed, 17.7% expressed doubt, 9.2% disagreed, and none of the respondents strongly disagreed. This shows that in general respondents stated that people who prioritize to follow the rules relating to their affairs then have fun after their task is completed will be liked by others.

The next indicator, from the results of data processing shows that people will still be liked when submitting an argument in a debate / discussion, other people do not agree with this opinion, indicating that of 23 respondents, as many as 6.9% who strongly agree,

40.8% 56 people (43.1%) expressed doubt, 4.6% disagreed, 4.6% strongly disagreed. This shows that some respondents stated that people would still be liked when they put forward an argument in a debate / discussion, other people did not agree with this opinion, however, not a few respondents stated that people would not be liked when they put forward an argument in an argument. debate / discussion, other people do not agree with the opinion.

3.3 Self-Concept and Values

To find out the percentage of respondents' answers to self-concept variables and values, it is described below: From the results of data processing, it shows that the opinion which seems to drop other people is a common thing indicating that of 23 respondents, as many as 2.3% who stated strongly agree, 50.0% who agreed, 23.1% who expressed doubt, 20.8% who expressed disagreement, and 9.2) who strongly disagreed. This shows that some respondents stated that expressing an opinion in which this opinion seems to put someone down is a common thing, however, not a few respondents stated that expressing an opinion in which this opinion seems to put someone down is an unusual thing to happen.

From the results of data processing, it shows that getting a warning for breaking the rules is a natural thing that must be accepted, indicating that of the 23 respondents, 56.2% strongly agreed, 43.8% agreed, and none of the respondents' expressed doubts. doubt, disagree and strongly disagree. This shows that in general, respondents stated that getting a warning for breaking the rules was a natural thing that had to be accepted.

From the results of data processing shows that working with other people in a team is better than working alone shows that of 23 respondents, as many as 46.9% who strongly agree, 46.2% who agree, 2.3% who state doubtful, 4.6% who disagree, and none respondent who strongly disagrees. This shows that in general, respondents stated that working with other people in a team is better than working alone.

From the results of data processing, it shows that people like jobs that allow it to be influenced by others, indicating that of the 23 respondents, 4.6% strongly agree, 36.2% agree, 36.2%) who express doubt, 23.1% who disagree, and none respondent who strongly disagrees. This shows that some respondents stated that people like jobs that allow them to be influenced by others, however, not a few respondents stated that people do not like jobs that allow them to be influenced by others.

From the results of data processing, it shows that people have to spend part of their time thinking about what other people think and feel, indicating that of the 23 respondents, 13.1% strongly agree, 50.8% agree,

25.4% agree. expressed doubt, 10.8% expressed disagreement, and none of the respondents strongly disagreed. This shows that in general, respondents stated that people should spend part of their time thinking about what other people think and feel.

3.4 Personal Characteristics

To find out the frequency of respondents' answers to personal characteristics variables, it can be seen in the tables below: From the results of data processing, it shows that being a doctor is more human than being a researcher shows that out of 23 respondents, 6.9% who strongly agree, 18 5% agreed, 10.8% doubted, 53.1% disagreed, and 10.8% strongly disagreed. This shows that most respondents stated that being a doctor is no more human than being a researcher.

From the results of data processing shows that we must be able to know how to control our tensions, it shows that of the 23 respondents, 44.6% strongly agreed, 53.1% agreed, 2.3% expressed doubt, and none of the respondents stated that they disagreed and strongly disagreed. This shows that in general respondents stated that we must be able to know how to control our tensions.

From the results of data processing shows that the results of data processing show that of the 23 respondents, 44.6% strongly agree, 48.5% agree, 6.9% doubt, and none of the respondents who disagree / strongly disagree. This shows that in general, respondents stated that on things that interest us, we can concentrate more.

From the results of data processing shows that people should be able to get along better with people whose social class and their affairs are at the same level, it shows that of the 23 respondents, 36.2% who strongly agree, 56.9% who agree, 4.6% expressed doubt, 2.3% disagreed, and none of the respondents strongly disagreed. This suggests that in general the respondents stated that people should get along better with people of social class and similar affairs.

4. CONCLUSION

The conclusion in this study is that providing logical systematic steps in solving problems is the best method for solving the next indicator problem, from the results of data processing it shows that it always works in a definite direction when solving a problem there is a clear procedure that must be followed. It shows that of the 23 respondents, 35% strongly agree, 58% agree, 7% doubt, and none of the respondents disagree / strongly disagree. This shows that in general the respondents stated that they always work in a certain direction when solving a problem there is a clear procedure that must be followed.

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