

RINGKASAN**MODEL PENGEMBANGAN KOMPETENSI PENGANTAR KERJA
UNTUK MENINGKATKAN PELAYANAN DI BIDANG ANTAR KERJA
PADA DINAS TENAGA KERJA PROPINSI JAWA TIMUR****PURWANTI UTAMI**

Kompetensi sumber daya manusia berperan penting dalam organisasi manapun, termasuk organisasi pemerintah yang makin dituntut profesionalismenya dalam melaksanakan pelayanan publik. Kompetensi yang dimiliki sumber daya manusia sesuai bidang tugasnya akan membantu pencapaian prestasi maupun kinerja yang bersangkutan. Pada akhirnya, kinerja individu tersebut berkontribusi pada kinerja organisasi. Untuk itu, organisasi pemerintah perlu melakukan langkah-langkah bagi pengembangan sumber daya manusia agar mampu menjadi penggerak utama kegiatan organisasi.

Kompetensi Pegawai Negeri Sipil merupakan kemampuan dan karakteristik yang dimiliki oleh seorang Pegawai Negeri Sipil berupa pengetahuan, keahlian dan sikap perilaku yang diperlukan dalam rangka efisiensi dan efektivitas pelaksanaan tugas dan tanggung jawab organisasi serta terciptanya optimalisasi kinerja organisasi. Kenyataannya, kompetensi Pegawai Negeri Sipil masih memprihatinkan, terutama jika dikaitkan dengan keahlian teknis pada bidang tugas yang dijalankannya. Minimnya keahlian teknis ditambah lemahnya sikap mental berimbas pada rendahnya mutu pelayanan publik yang diberikan.

Dinas Tenaga Kerja Propinsi Jawa Timur sebagai unit teknis Pemerintah Propinsi Jawa Timur di bidang ketenagakerjaan menghadapi permasalahan serupa. Dalam melaksanakan tugas dan fungsinya, dinas ini didukung oleh keberadaan pejabat fungsional, diantaranya adalah Pengantar Kerja. Pengantar Kerja bersinggungan langsung dengan masyarakat terkait pelaksanaan program dan kebijakan antar kerja yang bersasaran akhir pada penempatan tenaga kerja. Dalam kegiatan penempatan, dilakukan tiga fungsi pelayanan, meliputi kegiatan perantara kerja, penyuluhan dan bimbingan jabatan, serta informasi pasar kerja. Namun sejauh ini, ketiga fungsi tersebut belum berjalan sepenuhnya. Dalam perantara kerja, kegiatan mempertemukan pencari kerja dengan pengguna tenaga kerja tidak berjalan maksimal. Di sisi lain, penyuluhan dan bimbingan jabatan belum benar-benar membantu siswa maupun pencari kerja mendapatkan gambaran tentang dunia kerja. Sedangkan pada informasi pasar kerja, data-data terkait pasar kerja belum tersaji secara cepat, akurat, aktual dan menarik. Padahal seluruh Pengantar Kerja telah memiliki ilmu antar kerja, namun tidak diimbangi dengan kemampuan praktis sehingga terdapat kesenjangan yang memicu timbulnya permasalahan-permasalahan tersebut.

Berdasarkan latar belakang masalah, dilakukan penelitian yang bertujuan untuk membuat model pengembangan kompetensi Pengantar Kerja untuk meningkatkan pelayanan antar kerja. Intervensi pengembangannya menggunakan

Pendekatan Perilaku yang ditekankan pada aspek keterampilan dan motivasi. Asumsinya, aspek keterampilan dan motivasi, ditambah dengan aspek pengetahuan yang telah ada, akan mengarah pada perilaku kerja yang diharapkan sehingga mutu pelayanan antar kerja meningkat.

Penelitian dilakukan melalui dua tahap. Pertama, dilakukan diskusi kelompok terfokus untuk memformulasikan materi dalam model pengembangan kompetensi Pengantar Kerja. Hasil pembahasan diskusi kelompok terfokus dituangkan menjadi pedoman simulasi. Kedua, mengujicobakan model melalui rancangan percobaan dengan menggunakan metode simulasi.

Jenis penelitian yang digunakan adalah kuasi eksperimen. Untuk itu, 19 orang Pengantar Kerja dibagi menjadi kelompok kontrol dan kelompok perlakuan. Melalui *pretest* dan *posttest* terhadap kedua kelompok, diperoleh data penelitian. Data dianalisis menggunakan Uji Jenjang-Bertanda *Wilcoxon* untuk melihat apakah ada perubahan kompetensi Pengantar Kerja pada kelompok kontrol maupun kelompok perlakuan antara sebelum dan sesudah mengikuti simulasi. Angka probabilitas kelompok kontrol menunjukkan $p = 0.547$, sedangkan pada kelompok perlakuan $p = 0.005$. Kedua nilai p tersebut dibandingkan dengan $\alpha = 0.05$. Pada kelompok kontrol, p lebih besar daripada 0.05, sedangkan pada kelompok perlakuan, p lebih kecil daripada 0.05. Kesimpulannya, tidak ada perubahan kompetensi pada kelompok kontrol, dan ada perubahan kompetensi pada kelompok perlakuan setelah mengikuti simulasi.

Berdasarkan hasil penelitian, disarankan agar Dinas Tenaga Kerja Propinsi Jawa Timur melakukan upaya pengembangan kompetensi Pengantar Kerja yang ditekankan pada aspek praktis dan memanfaatkan sarana yang ada untuk praktek antar kerja. Untuk membentuk Pengantar Kerja yang berkompeten, disarankan agar rekrutmen dilakukan dengan memperhatikan persyaratan kualifikasi yang lebih spesifik bagi calon pejabat fungsional.

SUMMARY**COMPETENCY DEVELOPMENT MODEL OF
“PENGANTAR KERJA” (EMPLOYMENT SERVICE OFFICER)
IN ORDER TO IMPROVE “ANTAR KERJA” (EMPLOYMENT SERVICE)
AT THE EAST JAVA PROVINCE MANPOWER SERVICE****PURWANTI UTAMI**

Competencies of human resources play an important role in any organization, not to mention in government organizations which become more demanded to be professional in implementing the public service. Individuals of an organization who possess competencies related to their duties will drive both the achievement and the performance of the individuals. Moreover, the individuals' performances will give contribution to the organization's performance. That's why every government organization needs to carry out some efforts in order to develop the human resources so that they are able to become the key motivators for the organization's activities.

Public officer's competency covers the abilities and characteristics of a public officer consisting of knowledge, skill and attitude aspects. These three aspects are needed to create efficiency and effectiveness of organization's duties and responsibilities, and also to create optimum organization's performance. The fact indicates that until this time public officer's competency is still poor, mainly if it is related to his or her technical skill in performing the duties. Surely, the poor technical ability and bad mentality of the officer will impact on the low quality of the public service given.

The East Java Province Manpower Service as a technical unit of the Government of East Java Province concerning manpower affairs is facing the similar problem. To implement its duties and functions, the organization is supported by various kinds of functional officers based on their technical fields. One of them is called employment service officer (Pengantar Kerja). The officers directly get involved with the public in the implementation of both programs and policies on employment service (antar kerja). The main principal of employment service is to match job seekers into the existing job opportunities. Employment service consists of three kinds of service functions, namely employment mediation (perantara kerja), occupational guidance and counseling (penyuluhan dan bimbingan jabatan), and labour market information (informasi pasar kerja). So far, these three functions are not totally carried out. The officers' efforts to place job seekers into the suitable job opportunities are not working well. On the other hand, occupational guidance and counseling activities have not really assisted students or job seekers yet to get a clear description of the employment world. Meanwhile, the employment service officers do not have the sufficient ability to supply quick, accurate, actual and interesting data concerning the labour market. Whereas, all of the officers already have knowledge on employment service, but it is not well-balanced with their practical abilities. This may trigger the problems above mentioned.

Based on those problems, this research is conducted to build a model of competency development of the employment service officers in order to improve employment service. The Behavioural Approach is used as the intervention, and it emphasizes on skill and motivation aspects. The assumption is that skill and motivation aspects, added with the knowledge aspect, will direct individuals to the positive behaviour desired so that it can improve the service quality of employment.

The research is conducted in two steps. Firstly, focused group discussion (FGD) is used to formulate the material of competency development model of employment service officers. The result of the FGD becomes the guidance for simulation. Secondly, simulation is used as the experiment method to test the model.

The research is a quasi experimental research. For that purpose, 19 of employment service officers are divided into two groups, namely the control group and the treatment group. The two groups are given the pretest and posttest, and results the research datas. The datas are analyzed using Wilcoxon Matched Pairs Sign Rank Test to see whether there is a change or not in the competency of the officers in the two groups before and after the simulation. The probability (p) number of control group is 0.547, meanwhile the p number of treatment group is 0.005. These two numbers are compared with $\alpha = 0.05$. The result is that the p number of control group is bigger than 0.05, but the p number of treatment group is smaller than 0.05. The conclusion is that there is not any change in the competency level of the control group, meanwhile there is a change in the competency level of the treatment group after participating the simulation.

Based on the results of the research, it is suggested that the East Java Province Manpower Service should carry out some developmental efforts to improve competencies of employment service officers which are emphasized in practical aspects. It is suggested that the organization can use the available facilities to practise employment service. To build more competent employment service officers in the future, the organization is suggested to give more concerned to the specific qualification in recruiting employment service officers.

ABSTRACT

COMPETENCY DEVELOPMENT MODEL OF “PENGANTAR KERJA” (EMPLOYMENT SERVICE OFFICER) IN ORDER TO IMPROVE “ANTAR KERJA” (EMPLOYMENT SERVICE) AT THE EAST JAVA PROVINCE MANPOWER SERVICE

PURWANTI UTAMI

The East Java Province Manpower Service is a technical unit of the Government of East Java Province concerning manpower affairs. One of the organization's problems today is the lack of competency of its functional officers known by employment service officers (Pengantar Kerja). Although the officers have had knowledge about employment service (antar kerja) through some training programs, practically they have not totally implemented the programs and policies on employment service yet, which cover three kinds of service functions. In employment mediation service (perantaraan kerja), efforts to meet job seekers with job opportunities do not work well. Implementation of the occupational guidance and counseling (penyuluhan dan bimbingan jabatan) is not sufficient enough to describe real employment world to the public. Meanwhile, service on labour market information (informasi pasar kerja) has not able to supply quick, accurate, actual and interesting datas yet to fulfill the public's needs and demands.

Those problems are the main reasons to conduct this research. In this research, a model of competency development of the employment service officers is built to improve employment service. The research is conducted in two steps, consisting of (1) the model building through focused group discussion (FGD) which formulates materials of competency development model, and (2) model testing through simulation as the experiment method.

For the experiment purpose, 19 of employment service officers are divided into the control group and the treatment group which are given both pretest and posttest. The datas are analyzed using Wilcoxon Matched Pairs Sign Rank Test. The probability (p) number of control group is 0.547, and the p number of treatment group is 0.005. Those numbers are compared with $\alpha = 0.05$. The results indicate that there is not any change in the competency level of the control group, meanwhile there is a change in the competency level of the treatment group after participating the simulation.

Hopefully, the East Java Province Manpower Service should carry out some developmental efforts to improve competencies of employment service officers in practice. To implement them, the available facilities of the organization can be used to practise employment service. The organization should also give more concerned to the specific qualification in recruiting the officers to get more competent officers in the future.

Key word : competency, development of human resources, employment service