



## Apparatus Resources Development in The Regional Agency of the Palu City

Mustainah; Muhammad Ahsan Samad; Elvina Zerlinda Kusuma

Departement of Public Administration, Faculty of Social and Political Sciences, Tadulako University, Indonesia

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### **Abstract**

The City of Palu Regional Revenue Agency is a government agency that performs regional income and technical income monitoring, evaluation and reporting tasks in the area of public services, so that adequate resources and skills are required through systematic procedures. This research aims to establish Apparatus Capital production in Palu City Area Revenue Department. The foundation of this thesis is qualitative analysis of descriptive form. At the same time, research reviews, findings, interviews and reports are used to gather the results. In this analysis, the data used are secondary and primary data. Selection of informants in this sample use 5 informants who are deemed capable of analyzing the issues and are aware of them. Data processing also involves data compilation, data condensation, interpretation of data and conclusion drawing. According to Armstrong, the definition used consists of four indicators: preparation, teaching, growth and schooling. The findings showed that, if calculated from the four metrics, the production of equipment at the Regional Office of the City of Palu was good, as can be seen from the dimension of learning and teaching undertaken by the apparatus. However, it still does not go well and has to be addressed from the perspective of development and education.

**Keywords:** *Learning; Training; Development; Education*

### **Introduction**

In addition to developments in information and technologies, the consistency of human capital is required if the new globalization period is to accomplish an organizational objective. The capacity of human resources to access, use and maintain information has been one of the core factors in improving an enterprise for productivity and effectiveness (Sufian, 1997).

Law No. 23 of 2014 on the regional government provides a guideline for changes in the administration of the government. -- region has authority and is needed both in financial terms and in terms of human capital to improve regional independence. The role of the appliance resources is required to enhance operational efficiency in the provision of Public services, as well as to be competent and capable of operating in compliance with their duties and authorities. (Sitaniapessy, 2013).

The development of apparatus resources is the process of preparing individuals to assume different or higher responsibilities within the organization, usually related to increasing intellectual ability to carry out better work. Development leads to learning opportunities that are designed to help the development of workers. The development of apparatus resources is also an effective way to face the challenges of the current and future tasks for all public/private organizations. Apparatus resource development is a long-term educational process that uses systematic and organized procedures so that the managerial workforce learns conceptual and theoretical knowledge for general purposes. (Sutrisno, 2011).

Growth is seen in the sense of Facility Capital as enhancing human resources efficiency by training systems, preparation and the expected outcomes. This training is not only targeted at potential hires but also at elderly workers who want to develop their abilities and knowledge. This is very important because individuals, technologies, occupations and institutions are evolving very rapidly. (Kusdyah, 2008).

However, there are many serious problems facing the organisation, so that the organization is less effective, so that much work is delayed. This occurs because of inadequate product variables and lack of focus across technology mechanisms like schooling and training (Rahman & Syahrizal, 2019). The government's finances, both ministerial and national, are also under pressure and have not been adequately handled. It is thus no surprise that the problem of appliance resources is a new issue and a focus at the moment. The role of human resources in government management is critical and is the secret to success in all fields. Human resources would work optimally if the organisation supports its job growth by increasing its capacity. Therefore, the production of the appliance is considered to be more and more necessary due to technical advancements and growing demands for community resources due to job and role requirements. (Zainun, 1993).

Palu City Regional Revenue Agency is a government agency that carries out tasks in public services in the area of regional income, as well as monitoring, evaluating, and reporting technical income so that appropriate resources are needed, professional, and have skills in a way. It is developed through systematic procedures. Within the initial study, the researchers look at the four dimensions of the Armstrong theory: thinking, teaching, growth and schooling. (Armstrong, 2006). There is still a rare change in the absence of organizational development and related aspects of work, such as the appliance, and even with such appliances, the promotion of positions in the office is not carried out, as there are many appliances not placed according to their educational background. Training is another issue. The system is not yet designed to pursue schooling at the higher level so that they maintain their information at their own cost without office assistance.

## **Methods**

This study used qualitative research methods. Qualitative research focuses on the meaning of individuals and the complexity of the problem (Samad & Hardi, 2018). In the technique of determining the informant using a purposive method. In addition, data collection techniques were carried out through field research (observation, interviews, documentation) while there were 5 informants.

## **Result**

### *Learning*

Learning is an effort made by human resources in order to improve their knowledge. The knowledge possessed both from the most basic knowledge and a range of knowledge that adds to the knowledge possessed in order to provide good quality to himself (Tachyan et al., 2019). From 5 informant interview results, the researcher analyzed that with the opportunity given by the leadership to

the apparatus in the Office of Regional Revenue Agency (BAPENDA), Palu City to develop capabilities in their respective fields, so that what was assigned by superiors could run by what was expected before.

The analysis metrics carried out at the Palu Regional Revenue Agency Bureau are deemed successful based on interview findings and researchers' observations, since they see the usage of the system based on the day-to-day work environment experience and separately by reading references / guidelines, searching knowledge through the Internet and usage from emplus. This lesson won't take the form of learning resources such as guides / instructions, learning modules and the internet without learning media. In order to achieve the learning goals, the appliance. Not only will they focus on the preparation received, they must also be autonomous.

### *Training*

Training is a process of increasing expertise, experience, or technical skills in implementing work. Training is also a short-term educational process that uses systematic and organized procedures. The training aims to improve the skills of employees in using tools or machines (Darmi, 2017).

Based on the findings of interviews with multiple sources, the researchers examined the modification of the preparation given to each employee to the area of expertise. Though the level of preparation received by each system vary, the advantages of the procedure are enjoyed when promoting the everyday task and the equipment that is more skilful or competent in conducting a job. Additionally, it is deemed successful in the training metrics conducted at the Palu City Regional Revenue Agency Office, since the appliances are undergoing and getting instruction at the central and national levels and the training received by the appliance includes training related to regional income control. Improve in collection of municipal properties and tax procedures such as measuring and estimating tax items.

Training is one means of improving the workability of the device and the oper performed by each device is not random. According to researchers trained, it is anticipated that apps should be able to improve their ability and function and analyze (feedback) from individuals who have taken part in the experiment, in addition to the effects of self-assessment, after testing (Hidayanti, 2018).

### *Development*

Training includes organizing strategies and other operations by the company to promote the equipment in order to learn the expertise , experience and roles required for the job to be done, now and in the future. Technology focuses more on growing decision-making capabilities and improving public ties. The creation of human capital is reflected in initiatives aimed at transforming corporate behaviour. Development is an organizational process, such as promoting or transforming the apparatus (Scharff, 2018).

Drawing on interviews with multiple insiders, the researchers examined that the transition happened based on the regional chief, and the transfer of the position was not performed routinely because it was not the office's jurisdiction, but the Regional Personnel Department (BKD), while it was important to bring the equipment that had been capable into its appropriate location. This is in keeping with what Armstrong said (2006: 135) that "development in organizations such as promotions or employee changes. Advertising is the transfer of work to a higher level, such as an increase in an employee's position to a top location in an agency / organisation."

The transition is the move of workers to new positions without altering existing wages. Where is the job of ensuring that workers have a special working environment in their sectors. Furthermore,

construction assessments conducted at the Palu Regional Revenue Agency Office are not deemed successful. The system is only quite rarely altered and roles are encouraged as well. The unit is also mounted, but not higher in the equivalent area.

Job rotation is performed to prevent repetition of often repetitive daily schedules of staff or employers. The ASN has created an incentive to improve the potential of an ASN in form of instruction or employment, where preparation has considerable impact on the capabilities or abilities of the technology in doing its function and this would strengthen the expertise of the technology. You will definitely help the success of your respective duties. Job rotation is performed to prevent repetition of often repetitive daily schedules of staff or employers. Has provided an opportunity for government officials to be able to increase the capacity of a government apparatus in the form of training or outreach where training is very influential on the skills or skills of government officials in doing their work, and this will increase knowledge for the apparatus. You will definitely help the success of your respective duties (Tumipa & Rumokoy, 2018).

### *Education*

Education is a process of work that adds general knowledge or theory to the appliance in an organization that usually lasts longer, such as sending employees to higher education to improve their skills and conceptual equipment (Hidayat & Budiartma, 2018). Based on the findings of the informant interviews, researchers determined that the system had not yet provided financial assistance and that workers who wanted to keep it pays separately. The officials expect, of course, that grant support can be given so that they can do the job more and faster. This is in line with the theory put forward by Baso Amang that education is an intentional and periodic business or human resource development activity which plans to change human behaviors towards what they want and all the working conditions that may affect the government apparatus in their work (Amang, 2011).

In addition, due to the unequal degree of expertise of the apparatus at Revenue Authority, as there are so many secondary school graduates, apparatuses who wish to continue their education using their costs are, obviously, a factor in the incidence of obstructions to the apparatus, particularly the education cost which I have.

### *Conclusion*

On the basis of the findings of analysis data collection, debate and analyzes, it can be inferred that Apparatus Assets Creation at the Regional Revenue Agency in the Palu region is still not well achieved with the Armstrong principle, which includes four (four) facets, namely: learning, teaching, growth (creation). Of the four components, only 2 (two) were successful, namely learning, the computer learned independently from its own work environment in Palu City Regional Revenue Agency. Second is training, the apparatus in the Regional Office of the City of Palu have quite a lot who participated in training at the central and regional levels, both DIKLAT positions, DIKLAT gaps and technical training related to local taxes. But something is always off, this is growth, where mutations are never encouraged or rewarded, and it prohibits workers from improving.

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