An Analysis of Factors Affecting the Performance of Disaster Management Agency

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Abstract

The purpose of Disaster Management Agency is to help the victims of disasters that often occur in our country. This research uses descriptive approach, by focusing on problems and phenomena that existed at the time of the research. Researchers multiply data and information from several disaster occurrence sites and distributing questionnaires to obtain more accurate data. The results of the research show there are several factors that cannot be met by the Disaster Management Agency. These factors make the performance of Disaster Management Agency to be not optimal and cause dissatisfaction for the victims of disaster. The conclusion is the lack of coordination between levels in the Disaster Management Agency, poor communication between the field (technical) with the part or higher level and the motivation of members who are still relatively low and the weakness of existing human resource capacity. Some things that should be done by the Disaster Management Agency, such as the improvement of internal facilities, improve the communication system and pay attention to the needs of its members.

Keywords: performance, factors to increase performance, disaster management agency.

Introduction

Natural disasters are natural phenomena that occur outside the will of man; this natural event can occur at any time and do not know the time. The occurrence of natural disasters always made a risk or danger to human life such as loss of property and casualties. The frequent occurrence of natural disasters that hit a site and especially vulnerable sites such as floods, earthquakes or volcanoes will encourage people to understand and recognize the symptoms that nature implies. Although not all citizens can quickly respond to recognize natural phenomena, not even a few who just stubborn and ignore the warning.

In dealing with these frequent disasters, the government is certainly trying to help the affected communities. With Disaster Management Agency established by the government is expected to minimize more casualties and overcome various kinds of trauma caused by the disaster. In accordance with Government Regulation No.21 of 2008 Article 2, where the objective is to ensure the implementation of disaster management in a planned, integrated, coordinated and comprehensive manner in order to provide protection to the community. Disaster Management Agency always strives to be the front row to help disaster-stricken communities, always improve their performance from time to time in order to be more optimal in work.
However, the effort of Disaster Management Agency was still considered less than the maximum by the community. Instead of receiving gratitude from the citizens who help, spicy criticism that is often accepted by the Disaster Management Agency is given instead. People feel dissatisfied with the performance of Disaster Management Agency, the community considers Disaster Management Agency only work halfway.

Things that are often complained of, among other things, the slow pace of aid that comes, there is a small dispute between officers who show no unity between them and some problems that arise that cannot be overcome by the field officer
Based on the description above and the identification of problems that the authors do, the authors want to examine more about the performance of Disaster Management Agency by taking the title of "Analysis of Factors that Affect the Performance of Disaster Management Agency".

Identification of problems:
1. There are still complaints addressed to the Disaster Management Agency
2. Some internal conflicts that arise, such as blame each other.
3. Weak coordination, marked by the slow pace of aid coming.

Formulation of the problem:
What factors affect the performance of Disaster Management Agency?

Scope of problem:
The extent of the scope of Disaster Management Agency and the limitations of authors, the authors limit the object in the region of North Sumatra.

**Literature Review**

**Understanding Performance**
The word "Performance" in Bahasa Indonesia is a translation of the English word "performance" meaning work of action, performance or performance. While the performance in the science of administration / management has the understanding as the level of achievement of results / settlement of organizational goals. Performance is a combination of ability, effort and opportunity that can be judged from the results of its work. The results of these combinations are shown in the form of outcome notes within a certain period.

According to Henry Simamora, performance is the degree to which employees achieve job requirements and deliver maximum results from predetermined standards over a given period of time. In addition, Rivai and Basri, performance is the willingness of a person or group of people to do something activity and perfect it in accordance with the responsibility with the expected results. It can be concluded that performance is the result of work produced by the ability of the individual or group based on the skills, experience according to the responsibilities given to him.

**Factors Affecting Performance**
Some theories explain the factors that affect a person's performance either as an individual or as an individual working in an environment. According to Robert L. Mathis and Jonh H, Jackson, the factors that affect individual workforce performance are:
1. Their abilities
2. Motivation
3. Support received
4. The existence of the work they do and
5. Their relationship with the organization
In contrast to T.R. Mitchell said that to assess the performance of public bureaucracy organizations, of course, required indicators or criteria to measure clearly. The factors used T.R. Mitchell in SWOT analysis, namely:
1. Strengths
2. Weakness
3. Threats
4. Opportunities in performance

**Purpose of Performance Measurement**
Performance measurement is a tool for assessing success in organizing, which in the context of an organization in the public sector will be used to gain the support and legitimacy of the plant. Society will assess the success of the organization through the ability of the organization in providing public services are relatively cheap and quality. Mahmudi argues that the purpose of measurement of public sector organizations is as follows:
1. Knowing the level of achievement goals in organizing
2. Provide means of learning employees
3. Improve the performance of the next period
4. Provide systematic consideration in decision making of rewards and punishment
5. Motivate employees

Based on the above explanation of performance, here it is more to the communication, financial, understanding and achievement tools goals. Performance measurement based on points according to experts is to assess the accountability of the leadership organization in producing better public services. The existence of performance measurement is an important factor in implementing strategy management.

**Disaster Management Agency**
Formally as mentioned in the Law of the Republic of Indonesia Number 24 of 2007 on Disaster Management, definition / definition of hate: Disaster is a series of events caused by nature and / or human that can lead to casualties and property, environmental damage, facilities and infrastructure, public facilities and disrupt the living order and livelihood of the community.
Thus disaster management is not a sudden activity only for emergency response, but includes various aspects of good (pre disaster), during the disaster and after the disaster (post disaster) itself. When applied to a disaster program is a cycle of pre-disaster activities, during disaster and post-disaster. The work program includes, preparedness, hazard identification, risk analysis, preventive, disaster response, rehabilitation and reconstruction involving various sectors and at various levels.

**Vision and Mission of Disaster Management Agency**
Vision is a far-reaching perspective on where to go and describes what the Disaster Management Agency should accomplish. The vision is: "Alert, Response and Skilled in Overcoming Disaster"
The explanation of the vision is:
1. Alert means a series of activities to anticipate disasters through organizing and through appropriate and efficient measures
2. Response means a series of immediate activities at the time of the disaster
3. Skilled means a series of activities possessed personality in disaster relief

Mission is an effort that must be implemented in accordance with the direction and purpose of the vision. Mission is realized and implemented through programs and activities to be achieved in the present and future. The missions relevant to the Disaster Management Agency are:
1. Protect communities from threats through disaster risk reduction.
2. As the determination of the implementation of tasks to be carried out in the future, which is extracted from the basic beliefs and values with due attention to the potential and consider the factors that exist in the Disaster Management Agency.

**Research Method**
The problem to be studied is a social and dynamic problem. Therefore, the researcher chose to use descriptive research approach, where this research focuses on the problems or phenomena that exist at the time this research is done, then describe the facts and explain the state of the object of research in accordance with reality as it is and try to analyze To give the truth.

Operational definition is conducted to see how far a factor relates to variations in a variable and facilitate understanding in discussing this research. In this study, the definition of operational variables is a measurement of the performance regulated by the Disaster Management Agency of the Province of North Sumatra. Performance measurement indicators according to Robbins (2008: 34) include: Quality, efficiency, ability, accuracy, knowledge and creativity. The indicator will help the researcher to get the required data.

This research was conducted at the Regional Disaster Management Agency of North Sumatra Province Jl, Medan-Binjai Km 10.3 Medan. The time required by researchers is 3 months starting from September to November 2016.

Data source Sources of data used by researchers are:
1. Primary data
   Primary data is data obtained directly from research subjects. In this study researchers will retrieve data from members of North Sumatra Disaster Management Agency and some disaster victims,
2. Secondary data
   Secondary data is data obtained from data collection techniques that support primary data such as observation, documentation and literature study.

Data collection technique
Data collection techniques conducted by researchers are as follows:
1. Observation
2. Interview
3. Questionnaire
4. Documentation

Data analysis begins by conducting in-depth interviews with key informants, i.e. someone who really understands and knows the situation of the research object. In addition to interviews, questionnaires were also distributed to members of the Disaster Management Agency and disaster victims from several points in the area of North Sumatra. The data and information that have been obtained will then be analyzed further using qualitative methods that will be presented in descriptive form derived from the respondents. The process of data analysis is done by collecting and reviewing data obtained from various sources, then reducing the data without losing the core of the data, compiling it into units, compiling the categories and checking the correctness of the data.

**Results and Discussion**
Researchers successfully interviewed both parties, the victims of disasters in the area of North Sumatra, the victims of floods, fires and eruption of Mount Sinabung and some members of the Disaster Management Agency of North Sumatra. From the results of interviews conducted on members of the Disaster Management Agency
SUMUT and some disaster victims around the North Sumatra authors make an analysis. The analysis that researchers make based on performance indicators (Robbins):

1. **Quality**
In this case quality is the quality of performance in the form of services provided to the disaster victims. Results from interviews with Disaster Management Agency show that the performance undertaken by Disaster Management Agency is good enough, all done in accordance with applicable procedures. But from the side of the victim, on the contrary their performance is still less than the maximum. They do not seem to understand what they should do, but their arrival at the disaster location is too slow.

2. **Efficiency**
Efficiency is meant here is a way of handling that is not long-winded, in the sense when dealing with their victims do not waste much time for things that are not useful. In fact, the results of interviews with some disaster victims, said that among the members of the Disaster Mitigation Agency are often busy themselves and there is a debate between them.

3. **Ability**
The capability in question is the individual capabilities possessed by members of the Disaster Management Agency, how they deal with the victims in the field whether it is in accordance with the needs of the affected victims. Required capabilities are such as medical ability, psychological ability and communication skills. These three capabilities are needed in the face of disaster victims because oftentimes faced in the field are to get injured victims either mild or severe and even died. Facing the injured victim, even though we are not the minimum medical experts we must have the ability to help alleviate their suffering, such as giving first aid sauce waiting for the actual paramedics to arrive. Psychological ability, when faced with panicked and hysterical victims we certainly cannot stay silent but should try to calm them and do not even participate in panic. The latter ability is equally important is the ability to communicate both to the victim and to fellow co-workers in order to occur a good coordination to find a way out when encountering problems in the field. And that is often a complaint is the ability to communicate the problem.

4. **Accuracy**
Accuracy can be interpreted to be the timeliness and precision of handling. Often many fall victim due to the slow assistance coming to the location of the disaster and the inappropriate handling of disaster victims.

5. **Knowledge**
Every job needs appropriate knowledge to deal with a problem. Disaster victims often complain that members of the Disaster Management Agency do not understand what their job is. This is admitted by them, because the human resources they have are very limited.

6. **Creativity**
In any work required creativity to be able to finish the job as difficult as anything. But visible members of the Disaster Relief Agency easily give up when facing problems in the field, they blame each other.

From the results of the theory analysis that researchers do, the researchers tried to make an illustration of how the actual performance of Disaster Management Agency of North Sumatra Province, where there are some weaknesses of Disaster Management Agency, among others:
1. Weak coordination
Coordination in disaster management is very important, because without good coordination of the field work will be messy. From the findings that researchers get in the field that become obstacles in coordination is a constraint caused by the responsibility of the work unit is less clear between the elements of steering, TNI / POLRI, volunteers and others. This lack of coordination has resulted in the slow pace of aid to victims because there is no cooperation.

2. Lack of facilities and infrastructure
Another very important resource is an infrastructure. In the Minister of Home Affairs Regulation No. 27 of 2007 stated that the facilities and infrastructure includes 2 things, namely facilities and infrastructure both general and special. General facilities and infrastructure such as early warning equipment, disaster post, operational vehicle, health post with medical and medic, emergency tents, clean water facilities and data collection of victims. While special facilities and infrastructure are, field hospitals, trauma center, local transportation and mass grave location for the deceased.

3. Lack of Human Resources
The availability of Human Resources is very important, especially in dealing with any disasters that arise. In this case the ability of human resources in the field of health is very less especially that will be placed in the field of emergency and logistics, the expertise in the field of civil engineering is also not sufficient to be placed in the field of rehabilitation and reconstruction of spatial and social that will be placed on prevention and preparedness Understand about disaster management. Clearly, the lack of human resources will lead to the slow handling of victims and the disaster area environment. The findings show that human resources are unavailable due to those who cannot survive and choose to resign. It means it's still difficult to get people to work as field workers.

4. Standard Operation Procedure Unclear
From the findings of the field, the standard operational procedure is not clear. This often leads to conflicts among members because among them still looks confused what to do.

Conclusions
Based on the results of research conducted by researchers, shows the performance of Disaster Management Agency has not been optimal so that researchers conclude that:
1. Weak communication leads to conflict between officers and victims of disaster or between officers and officers.
2. Coordination that is still weak so that assistance becomes obstructed
3. Insufficient human resource capability.

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