Optimizing the Online Performance Management System Application in Supporting the Performance of the Republic of Indonesia Police

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Abstract. The development of an Online Performance Management System (SMK) application system in improving the performance of Polri officers is a goal to be achieved. The existence of an Online SMK application system will provide convenience in assessing the performance of personnel, especially Polri personnel. In fact, even though the Online Vocational School application has been designed in such a way as to comply with the implementation of objective performance appraisals, this does not guarantee that the online Vocational School application is running optimally. A special evaluation is needed regarding the implementation of the Online SMK application and changes are required regarding the procedures for evaluating the performance of Polri personnel so that the assessment results can become an appropriate and accurate reference in assessing performance.

Keywords: optimization; system apps; work management; police

1 Introduction

An information system is a set of interrelated components to collect, manipulate, store, disseminate data and inform users and provide feedback mechanisms to meet objectives. The development of SMK application systems in improving the performance of Polri officers is a goal to be achieved. The existence of an SMK application system will provide convenience in assessing the performance of personnel, especially Central Java Regional Police personnel. This simultaneously realizes the effectiveness and efficiency of work in the application of data computerization in the use of technology.

At present, there has been a change in the paradigm of governance from the paradigm of rule government to good governance, this condition has been followed up by the National Police leadership with the National Police Bureaucratic Reform program. Police reform is also the basis for all changes in Polri's performance titles in the field, which are adjusted to the expectations of the community, which wants Polri to provide a sense of security and excellent service to the community.

The community's expectations for the police are only two things: First, they need the maximum security and protection of the Police for themselves, their families, and their property; second, they want better service from the Police. As one of the public sector organizations, the professionalism of the Polri organization's performance is greatly influenced by HR and the

behavior of individuals within it, for this reason proper HR management is needed to optimize it according to the expectations of society.

Performance management itself is an activity to ensure that organizational goals can be consistently achieved effectively and efficiently. If performance management is good, all resources within the organization can be managed in such a way that they can achieve the vision and mission of the organization in harmony.

Facing the public's demands on the Polri institution, especially the Central Java Regional Police, to improve its performance according to the expectations of the community, the proper placement of personnel in a position is not enough. It is necessary to carry out objective assessments and evaluations by the heads of units or their respective superiors using the Performance Management System (SMK) periodically for position-holding personnel to improve performance in line with societal expectations.

Even though the online SMK application has been designed in such a way as to comply with the implementation of objective performance appraisals, this does not guarantee that the online SMK application is running optimally. A special evaluation is required regarding the implementation of the online SMK application and changes are needed regarding the procedures for evaluating the performance of Polri personnel so that the results of the assessment can become an appropriate and accurate reference in assessing the work performance of personnel so that the results obtained are competent Polri personnel and the best in the organization.

2 Problem Formulation

From the background of the above problems can be found a formulation of the problem, namely; "What are the efforts to optimize the SMK Online application to improve the performance of Polri personnel?"

3 Method and Approach

Method
The method used in writing this applied paper is an analytical descriptive method, namely by using data that clearly describes the problems directly in the field, then the analysis is carried out and then concluded to solve the problem. The data collection is through observation and literature study to obtain problem-solving in the preparation of this paper.

Approach
Empirical juridical approach, namely the juridical method used to examine problems from a legal and systematic point of view and as a guide to rules that can be used as a basis for analyzing legal phenomena that arise. An empirical approach, namely the approach used to study a problem based on facts, observations, and experiences in the field.

4   Discussion

Identification of Internal and External SWOT of Polri Human Resources
The activity of identifying internal and external situations is not an activity to determine S/W/O/T, but an activity to read situations or conditions. The situation identification activity is only to provide a description. Identification of internal and external situations is analogized to a change sensing radar to continuously monitor (1) the current environmental

situation (environmental scanning) and (2) trends in future changes that occur in the macro environment, as well as internally (organizational health audit). The following shows the Police Personnel Satker Data who have logged in and signed the Employment Contract Agreement.

Table 1. Number of Police Personnel Who Are Logged In and Have Work Contracts

NO	Work Units	Number of Personnel Login	Number of Contracted Personnel	ACC AYD	ACC PP
1	SAT BRIMOB	1045	743	488	364
2	DIT SABHARA	324	281	218	177
3	SPN	166	144	114	90
4	DIT LANTAS	170	131	109	72
5	DIT POLAIR	158	125	118	77
6	DIT INTELKAM	139	121	95	69
7	DIT RESKRIMSUS	137	113	87	61
8	YANMA	128	107	70	2
9	BID PROPAM	109	72	59	57
10	DIT RESKRIMUM	99	60	18	13
11	RO OPS	61	53	31	28
12	DIT PAMOBVIT	48	44	41	2
13	RO SDM	68	42	28	15
14	DIT BINMAS	58	41	27	5
15	SPRIPIM	44	35	26	20
16	ITWASDA	37	32	31	16
17	BID TI	31	26	5	4
18	BID HUMAS	29	24	19	15
19	RO SARPRAS	29	24	19	15
20	BID KUM	27	22	22	0
21	DIT TAHTI	22	21	20	17
22	RO RENA	35	18	1	1
23	BID DOKKES	21	17	14	11
24	BID KEU	31	15	12	5
25	SPKT	18	10	9	2
26	SETUM	13	6	65	0
27	DIT RESNARKOBA	9	4	4	1
28	RUMKIT	7	3	2	0

The next step is to carry out a performance diagnosis using a SWOT analysis to determine the condition of the internal environment which is directed at assessing existing and future strengths and weaknesses, and the external environment, namely existing opportunities and threats that may exist in the organization. The explanation of the two environments is as follows:

a. Internal Factors

1. Strength

    a. There is an assessment of Polri's performance through SMK according to Perkap 16 of 2011 concerning SMKs at POLRI.

    b. The provision of performance allowances to Polri personnel is by Perkap 6 of 2011 concerning Performance Allowances for Polri

    c.   SMK as one of the HR Management System Structuring Program activities in the Police RBP, makes SMK a key in evaluating the performance of Polri personnel.

    d.   There is a shared commitment by members of the National Police as First Servants, Anti-KKN, and Anti-Violence which is the determination and guideline for members of the Police to provide the best service and better implementation of tasks to the community.

    e.   The current leadership is serious about using SMK as a benchmark for assessing the performance of members of the Indonesian National Police in the framework of providing punishment and reward.

    f.   There is education and training for the duties of the Polri HR function.

    g.   The high motivation of personnel to serve at a certain position level will support increased performance.

2. Weakness.

    a.   Minimum and uneven understanding of SMK by personnel, giving rise to different perceptions with a high degree of subjectivity.

    b.   Personnel's concern for the importance of SMK is still low, and they still consider SMK only as an administrative requirement.

    c.   Weak quality of personnel in implementing SMK, it is shown by the absence of personnel who have received training on SMK.

    d.   There is no proper task review guide, especially in determining specific performance appraisals.

    e.   There are no references used to involve the public and cross-sectoral colleagues' assessments as material for consideration in evaluating the performance of officials in certain positions being assessed.

b.   External Factors

1. Opportunity.

    a.   The hope of the community for the Central Java Regional Police is to improve performance in serving the community, providing excellent service, and being free from KKN.

    b.   Support from the local government and related agencies as well as the community in playing an active role in maintaining security and order in their respective areas.

    c.   The government's commitment to implementing clean government and good governance.

    d.   There are public and private universities within the jurisdiction of the Central Java Regional Police and support from academics so that the National Police can be professional and improve performance.

2. Threats.

    a.   There are still negative judgments and a priori attitudes, apathy, pessimism, and even cynicism on the part of a small number of members of the public towards Polri's programs which are considered to be mere imagery.

b. The emergence of public concern that the policies rolled out by the National Police are only mere discourse or rhetoric, while their implementation remains far away or even deviates from what has been outlined.

c. The subjectivity of some people is still high as a result of a strong kinship attitude in assessing personnel performance.

d. The attitude that tends to be inconsistent with the community towards the National Police, which arises as a result of a conflict of interest with the Police's duties.

Efforts to Optimize Online Vocational Schools to Improve Police Performance

Performance is the result of work that can be achieved by a person or group of people in an organization, by their respective authorities and responsibilities, to achieve the goals of the organization concerned legally, not violating the law and following morals and ethics.[1] Meanwhile, Optimization is the results achieved following the wishes, so optimization is the achievement of results as expected effectively and efficiently. [2]

From the reality of the conditions as described earlier, related to personnel strength, systems, and methods as mentioned above, the efforts that need to be made to improve the performance of Polri personnel in the Central Java Regional Police are as expected, namely:

1. Quantity Aspects;

a. Submitting to the leadership, in this case to the National Police Chief, to increase the recruitment of personnel at the Central Java Regional Police, so that the duties and responsibilities of the Police become more effective. In addition, it is expected that every recruited personnel has passed each stage of the entrance test to become a member of the National Police, and has mastered the use of computers as a means of carrying out daily work.

2. Quality Aspects

a. Carry out training to increase the ability to implement an objective Performance Management System.

b. Implement SMK objectively as a means of assessing personnel performance.

c. Carry out budgeting to support SMK implementation activities sustainably.

d. Carry out performance transparency and accountability, and excellent service.

3. System Application Optimization

a. Short Term (0-6 months):

1) Improving the ability of the quality of personnel in understanding SMK.
2) Prepare the personnel to be assigned.
3) Prepare the assignment program and the right type of activity.
4) Carry out performance management skills training regarding SMK according to cap 16 of 2011.
5) Implement control and assessment

b. Medium Term (6 12 months):

1) Carry out active evaluation of targets on short term
2) Continuing an unfinished short-term strategy
3) Conduct working group meetings to develop an SMK assessment plan.

4) Prepare a proposal for a personnel work assessment design through the online SMK application.
5) Submit a proposed revision of the personnel work assessment design through the online SMK application
6) Carry out coordination and coordination meetings with related agencies, especially officials who become cross-sectoral partners to improve the performance of personnel in certain positions
7) Setting up the software.
8) Evaluating the personnel work assessment program through the online SMK application

c. Long-Term (12 24 months):
1) Establish cooperation and coordination with related agencies to improve the quality of personnel occupying certain positions.
2) Evaluating short and medium-term programs, continuing programs that have not been achieved
3) Setting up the software.
4) Conduct socialization of personnel work assessment programs through the online SMK application.
5) Carry out cooperation and assessment.
6) Conduct program evaluation
7) Implement SMK in an objective, transparent, accountable, and sustainable manner. Implement an appropriate accountability system.
8) Do data collection.
9) Prepare a system implementation plan.
10) Implement a proper administrative accountability system.
11) Use the system effectively and efficiently.
12) Carry out monitoring of use for continuous reward and punishment.

References

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[4] Regulation of the Chief of Police No. 14 of 2012 concerning Criminal Investigation Management
[5] Regulation of the Chief of Police No. 2 of 2018 concerning Performance Assessment of Members of the Indonesian National Police with a Performance Management System
[6] Legislation and other legal sources which form the basis for carrying out Polri's duties