OPTIMIZATION OF THE QUESTIONNAIRE REPORT OF SATISFACTION OF THE USE OF ALKOM IN THE ORDER OF ACHIEVEMENT OF PERFORMANCE ANEV IN BID TIK POLDA METRO JAYA

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ABSTRACT

This actualization and habituation activity is based on observations at the Information and Communication Technology Unit of the Polda Metro Jaya. The results of the observations show that the Satisfaction Report on the Use of Alkom in the Information and Communication Technology Sector is not yet optimal. In connection with these problems, I innovated through the creation of a Questionnaire Report on the Satisfaction of the Use of Alkom with Google Forms to overcome existing problems and realize ANEKA's values (Accountability, Nationalism, Public Ethics, Quality Commitment, and Anti-Corruption). The stages of the activities carried out are (1) Collecting data related to Alkom usage satisfaction reports, (2) Designing a questionnaire on Alkom usage using Google Form, (3) Disseminating information to personnel regarding satisfaction reports on Alkom usage using Google Form, (4) Providing training for personnel related to satisfaction reports on the use of Alkom using Google Forms, and (5) Making reports on satisfaction with the use of Alkom in a timely manner. All stages of the activities carried out can reflect the application of the Basic Values, Position and Role of Civil Servants in the Unitary State of the Republic of Indonesia in daily activities.
Keywords: Actualization and habituation, Alkom, Questionnaire, Google Form

INTRODUCTION

Article 63 paragraph (3) and (4) of Law Number 5 of 2014 concerning State Civil Apparatus explains that prospective civil servants are required to undergo a probationary period which is carried out through an integrated education and training process to build moral integrity, honesty, spirit and motivation of nationalism and nationality. , excellent and responsible personality traits, and strengthen professionalism and field competence. The learning process for the Basic Training for Civil Servants is divided into 2 sessions, namely Syncronus and Unsyncronus. In this process, each training participant is required to be able to actualize the substance of the material that has been learned during the learning process, this process is then called self-habituation (habituation).

The learning experience on the habituation agenda is designed so that participants gain an understanding of the conception of habituation by referring to the basic values learned during Syncronus and Unsyncronus activities, namely Accountability, Nationalism, Public Ethics, Quality Commitment, and Anti-Corruption (ANEKA), position, and role PNS is added with material related to public services, ASN management, and the whole of government.

According to Law Number 5 of 2014, the State Civil Apparatus (ASN) is a profession for Civil Servants and Government Employees with Work Agreements who work for government agencies. ASN functions as planners, implementers as well as supervisors and controllers in the implementation of national development. ASN employees carry out public policies made by staffing officers in accordance with applicable laws and

regulations, provide professional and quality public services and strengthen unity and integrity.
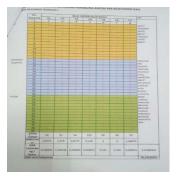
In Indonesia, efforts to improve services have actually been carried out for a long time by the Government, among others through the Decree of the State Minister for Administrative Reform (Menpan) No. 81/1993 concerning Guidelines for the Administration of Public Services. To further encourage the commitment of government officials to improve the quality of services, INPRES No. 1 of 1995 concerning the improvement and improvement of the service quality of the State Civil Apparatus to the public. Furthermore, the Minister of Administrative Affairs Decree No. 63/KEP/M.PANN/7/2003 concerning general guidelines for public service delivery. In the latest development, the issuance of Law Number 29 of 2009 concerning Public Services.

To create and improve good public services, of course, it is necessary to have facilitation support to support public service activities. Because with complete facilitation, it will improve excellent and fast public services. With the support of adequate supporting facilities at public service places, it will certainly provide comfort for the State Civil Apparatus who provide services or the community being served.

On the other hand, to improve public services, it is not only about supporting facilities that are able to encourage this, but the use of Information Technology (IT) which is currently sophisticated, is expected to be used to improve public services in the field of government. Many innovations have been made to support the improvement of public services, including the use of online systems, application development, use of online applications and many others. With the use of Information Technology (IT), it is hoped that stakeholders will get services quickly and comfortably.

In carrying out the task at the Subbagrenmin Bid TIK Polda Metro Jaya, the author made observations and resulted in several issues, including the not yet optimal report on the satisfaction of using Alkom in the ranks of the Polda Metro Jaya by sending a letter along with a matrix of reports on satisfaction with the use of Alkom. The following authors attach the facts and data that have been obtained during the implementation of the observations:

Based on the reference to the letter from the Kapolda Metro Jaya Number: B/5247/III/REN.5.2./2021/Rorena dated March 26, 2021, regarding the request for Anev data, the Performance Achievement of Quarter II, the TIK Bid of the Polda Metro Jaya for the 2021 Fiscal Year, the TIK Sector, the Polda Metro Jaya, makes an accountability report. on the satisfaction of using Alkom. This can be seen in the image below.

Recapitulation of the results of the satisfaction report using Alkom

In addition, the second issue is that the process of administering incoming and outgoing mail has used digitization, however it is still in the simple category with data storage using Microsoft Office, while the data and facts are as follows:

In the period of approximately 2007 the process of administering incoming and outgoing letters, especially in terms of numbering letters, which previously used manuals by recording in an agenda book, has begun to switch to using a digital system, namely data entry using Microsoft Office. This can be seen in the image below.

Figure Incoming and outgoing mail agenda form

Then the third issue is that there are still placements of TIK Bid personnel that are not in accordance with their field competencies so that they can affect the implementation of daily tasks, however, until now there have been no significant problems caused by these issues. The following are the facts and data obtained by the author during the implementation of observations and data collection:

There are 64 (sixty four) personnel of the Polda Metro Jaya TIK Bid consisting of 50 (fifty) Polri personnel and 14 (fourteen) Polri PNS personnel with details of the latest educational qualifications as follows:

Table of the last Dikum Qualification Data at the Satker Bid TIK

NO	QUALIFICATIONS AT THE LAST	AMOUNT	DESCRIPTIONS
1.	S2 Ilmu Hukum	1	
2.	S2 Manajemen	3	
3.	S2 Teknik	1	
4.	S2 Psikologi	2	
5.	S1 Ilmu Hukum	12	
6.	S1 Informatika	5	
7.	S1 Adm Negara	1	
8.	S1 Sistem Informasi	2	
9.	S1 Ilmu Komputer	1	
10.	S1 Administrasi Perosonil	1	
11.	S1 Ilmu Komunikasi	1	
12.	S1 Psikologi	2	
13.	D3 Manajemen Informatika	4	

14.	D3 Teknik Elektro	1	
15.	D3 Teknik Komputer	1	
16.	D3 Akutansi	1	
17.	SMA	7	
18.	SMK	11	
19.	SMP	2	
	Jumlah	**64**	

In an effort to increase effectiveness and efficiency in carrying out tasks and in accordance with the vision and mission of the Satker Bid TIK Polda Metro Jaya, the authors hope that the process of implementing performance can be better in the following ways:

    a. Optimization in the collection and presentation of data on the satisfaction of using alkom reports quickly, precisely and accurately;

    b. Increased capacity of human resources in the field of Information and Communication Technology in all personnel of the TIK Bid;

    c. Optimizing the administration of incoming and outgoing mail;

    d. Increased maintenance and utilization of Information and Communication Technology facilities and infrastructure within the Polda Metro Jaya.

From the various issues that have been presented above, the issues that need to be resolved include :

    a. The report on the satisfaction of using Alkom is not yet optimal;

    b. The process of administering incoming and outgoing mail is not yet optimal;

    c. There are still placements of Bid TIK personnel that are not in accordance with their field competencies.

Based on these problems, the authors conducted an analysis using USG (Urgency, Seriousness, and Growth) analysis to determine priority issues. Urgency means how urgently the issue must be discussed in terms of the time available and how hard the time pressure is to solve the problem that caused the issue. Seriousness means how seriously the issue needs to be discussed in terms of the consequences that arise by delaying solving the problem that caused the issue to occur or the effect that causes other problems if the problem causing the issue is not resolved. Growth means how likely the issue is to develop in relation to the probability that the issue will become worse if left unchecked.

Table
Matrix of Determination of Main Issues with Ultrasound Method

No	ISSUE	Indicator			Amount	Rating
		U	S	G		
1	The report on the satisfaction of using Alkom is not yet optimal.	5	4	5	14	1
2	The process of administering incoming and outgoing mail is not yet optimal.	4	3	3	10	3
3	There are still placements of Bid TIK personnel that are not in accordance with their field competencies.	4	4	4	12	2

Table Score Indicator

Urgency	Seriousness	Growth
5: Very Urgent	5: Very Urgent	5: Very Urgent
4: Urgent	4: Urgent	4: Urgent
3: Urgent Enough	3: Urgent Enough	3: Urgent Enough
2: Not Urgent	2: Not Urgent	2: Not Urgent
1: Very Not Urgent	1: Very Not Urgent	1: Very Not Urgent

Based on the analysis of the main issues using the USG method, it was found that the priority issue was "Not yet optimal reports on satisfaction with using Alkom" organized by the TIK Bid of Polda Metro Jaya.

LITERATURE REVIEW

A.   ORGANIZATION DESCRIPTION

1.   Main Task

In the Regulation of the National Police of the Republic of Indonesia Number 14 of 2018 concerning Organizational Structure and Work Procedures of the Regional Police, the ICT BID has the following duties and functions :

a.   The ICT Bid is in charge of providing information and communication technology development, data collection and processing, as well as presenting Kamtibmas information and multimedia services.

b.   In carrying out its duties, the ICT Bid carries out the following functions :

1)   preparation of work plans and budgets, management and development of personnel and logistics management, administration and administration, and financial management;

2)   development, development, maintenance of communication networks and data processing, as well as telecommunications services;

3)   development and operation of information systems including centralization of data collection and processing, system security, presentation of information and documentation, as well as analysis and evaluation;

4)   development and operation of the Kamtibmas information system center, including the preparation and presentation of operational data and guidance; and

5)   providing guidance, technical assistance for the implementation of ICT to organizational units within the Regional Police;

2. **Vision and Mission of the Metro Jaya Police Information and Communication Sector**
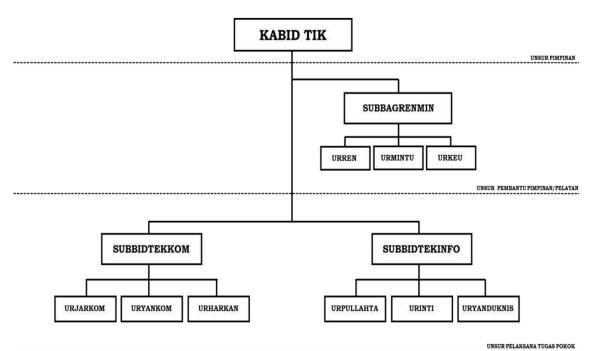
   a. Vision

   "Professional, Modern and Reliable Information and Communication Technology services to support the effectiveness and efficiency of carrying out the main tasks of the Polda Metro Jaya in realizing Security and Order in all Legal Areas of the Polda Metro Jaya"

   b. Mission
      1) Organizing Information and Communication Technology services that are integrated, effective and efficient as well as safe;
      2) Improving the ability of human resources in the field of Information and Communication Technology, both the personnel of the ICT Bid and the ICT function bearers in the ranks of the Polda Metro Jaya;
      3) Provide support, assistance and technical guidance on communication and information to units within the Polda Metro Jaya;
      4) Maintain and utilize the facilities and infrastructure of Information and Communication Technology within the Polda Metro Jaya;
      5) Organizing cooperation with government agencies or other related institutions in the field of communication and information.

B.   ORGANIZATIONAL STRUCTURE

Picture of the Organizational Structure of the Special Type A Polda Bid TIK Metro Jaya

RESULTS AND DISCUSSION

A. **Activity Outcomes**

Activities carried out by the author in the context of optimizing the implementation of the satisfaction report on the use of Alkom in the Satker Bid TIK Polda Metro Jaya, the details of the activities are as follows :

1. Collecting data related to the Alkom usage satisfaction report;
2. Designing a questionnaire on the use of Alkom using Google Form;
3. Disseminate to personnel related to reports on satisfaction with the use of Alkom using Google Forms;
4. Provide training for personnel related to satisfaction reports on the use of Alkom using Google Forms;
5. Make a report on satisfaction with the use of Alkom in a timely manner.

The actualization achievements carried out are shown in the following table :

Tabel Capaian Kegiatan Aktualisasi Habituasi

NO	ACTIVITY NAME	OUTCOME	IMPLEMENTATION	PLAN
1.	Collecting data related to the Alkom usage satisfaction report	Carry out data collection for the needs of Alkom questionnaire questions	Has carried out data collection activities and compiled Alkom questionnaire questions	100 %
2.	Designing a questionnaire using Alkom using Google Form	Designing the Alkom questionnaire design	Have designed the Alkom questionnaire design with Google Form	100 %

NO	ACTIVITY NAME	OUTCOME	IMPLEMENTATION	PLAN
3.	Disseminate to personnel related to reports on satisfaction with the use of Alkom by using Google Form	Carry out socialization activities of questionnaire reports to personnel for 4 days	Has carried out the socialization of Alkom's questionnaire report to Renmin personnel for 4 days	100 %
4.	Provide training to personnel regarding satisfaction reports on the use of Alkom using Google Form	Carry out training activities for questionnaire reports to personnel for 4 days	Has carried out training activities for the Alkom questionnaire report to Renmin personnel for 4 days	100 %

5.	Make a report on satisfaction with the use of Alkom in a timely manner	Make Alkom questionnaire report for 4 days	Have made the Alkom questionnaire report for 4 days	100 %

B. Activity Description

1. actualization activity 1 (one)

Collecting data related to the Alkom usage satisfaction report

a. Activity Stage
1) Carry out communication with mentors and colleagues in the data collection process;
2) Carry out observations related to the data needed in the implementation of the report;
3) Store data properly and securely;
4) Documenting activities.

b. Activity Results

Has carried out coordination activities with colleagues in the context of collecting data for questions for preparing a questionnaire report using Alkom using Google Form, carrying out active observations in order to collect data so that it can produce accurate data and present it clearly in questionnaire reports and store data properly.

c. ASN Basic Values (VARIOUS)
1) Accountability
a) Communicate clearly when collecting report data to the mentor;
b) Every suggestion and input from my mentor is taken into account in order to be responsible for the implementation of the task.
2) Nationalism
a) appreciate and respect every opinion, suggestion, and input from mentors and colleagues to get results in accordance with the objectives;
b) in carrying out communication activities do not distinguish the origin of mentors and colleagues.
3) Public Ethics
Communicate using polite language.
4) Quality Commitment
Maintain data collection in accordance with existing procedures.
5) Anti-Corruption
There is no KKN practice in the data collection process.

d. Relation to education and training (Public service, ASN Management and WoG)
1) Public Service
Providing data is part of the service, so that data can be presented accurately.
2) ASN Management
By carrying out accurate data collection activities in accordance with the basic values of ASN as a profession that has competence in accordance with the field of duty.

3) WoG

Data collection activities in the ICT Subbagrenmin Bid coordinate with other Subbid personnel.

e. Contribution to the organization's vision and mission

Carry out data collection activities and present accurately by applying the basic values of ANEKA contributing to the vision and mission of the ICT Bid, namely Providing support, assistance and technical guidance on communication and information to units within the Polda Metro Jaya;

f. Reinforcement of organizational values

By carrying out data collection properly and in an orderly manner, it is hoped that accurate data presentation will be achieved by showing a friendly, responsive and informative attitude in collecting data.

2. Actualization Activities 2 (two)

Designing a questionnaire on the use of Alkom using Google Forms;

a. Activity Stage

1) Coordinate with ICT Bid personnel and Polda ICT personnel in the drafting of the questionnaire;
2) Analyze the information obtained;
3) Documenting coordination activities.

b. Activity Results

Has carried out the activities of colleagues in designing a questionnaire using Alkom using Google Form as well as compiling and designing a questionnaire with a total of 21 questions (7 for line police officers and 14 working units) that are easy to understand so as to provide efficiency and effectiveness in the process of inputting data and reports to the Satker and Metro Jaya Police.

c. ASN basic values (VARIOUS)

1) Accountability

When carrying out coordination with ICT Bid personnel and Polda ICT personnel in data collection, it is a form of responsibility as a computer administrator.

2) Nationalism

In active coordination without discriminating against the origins of colleagues.

3) Public Ethics

Communicating well is applied when conducting coordination and assessment in order to establish a trusting relationship with colleagues.

4) Quality Commitment

Determine the target as the object of coordination of data collection in accordance with the standards determined by the ICT Bid.

5) Anti-Corruption

There is no KKN practice in coordinating data collection.

    d.   Linkages with Education and Training (Public Services, ASN and WoG Management)

        1)   Public Service

            When coordinating, do not discriminate against colleagues. Everyone is given the same opportunity to express their ideas.

        2)   ASN Management

            In carrying out coordination, apply neutrality, not applying selfish behavior, but prioritizing coherent ideas so as to get optimal results.

        3)   WoG

            Coordinate by communicating / collaborating with colleagues and line ICT personnel.

    e.   Contribution to the organization's vision and mission

        When coordinating and reviewing data, always contribute to the vision and mission of the ICT Bid, namely Improving the capacity of human resources in the field of Information and Communication Technology, both ICT Bid personnel and ICT function bearers in the Polda Metro Jaya;

    f.   Reinforcement of organizational values

        Coordinate and review data that meets the principles of accountability, nationalism, public ethics, quality commitment and anti-corruption to the values of the Satker Bid ICT. Maintain good coordination and carry out tasks and work consistently according to the code of ethics.

3.   Actualization Activities 3 (three)

    Socializing to personnel related to reports of satisfaction with the use of Alkom using the Google Form.

    a.   Activity step

        1)   Collecting several materials for the implementation of socialization;

        2)   Conducting consultations with mentors on the concept of socialization;

        3)   Documenting the results of the implementation of the socialization.

    b.   Activity Results

        Has carried out socialization activities to colleagues at the Polda Metro Jaya ICT Bid Satker regarding the questionnaire report on the use of Alkom with the result that personnel can understand the steps in making a questionnaire report on the use of Alkom with Google Form, and the implementation of the socialization went smoothly.

    c.   ASN basic values (VARIOUS)

        1)   Accountability

            Collecting materials for socialization is a form of my responsibility as a computer administrator.

        2)   Nationalism

            Carry out socialization to all parties without discriminating against origin.

        3)   Public Ethics

            Coordinate with mentors using polite language and socialize Alkom questionnaires in easy-to-understand language.

        4)   Quality Commitment

For the sake of realizing innovative and useful socialization materials for personnel, consultations with mentors are carried out to get maximum results.

5) Anti-Corruption

In determining the socialization materials do not charge any fees.

d. Relation to education and training (Public service, ASN Management and WoG)

1) Public Service

Presentation of socialization data is carried out effectively and efficiently so that the implementation of socialization runs optimally.

2) ASN Management

There is an integration between the socialization material and in accordance with the objectives of the questionnaire.

3) WoG

Conducting consultations with mentors and colleagues regarding the collection of socialization materials.

e. Contribution to the organization's vision and mission

By carrying out socialization activities to optimize the implementation of reports on the use of Alkom using Google Form media, contributing to the vision and mission of the ICT Bid, namely providing support, assistance and technical guidance on communication and information to units within the Polda Metro Jaya;

f. Reinforcement of organizational values

At the time of socialization, it helps in strengthening organizational values, namely being innovative by acting and thinking to create new things that support the improvement of information delivery, as well as high integrity by carrying out all tasks seriously in accordance with applicable policies.

4. Actualization Activities 4 (four)

Provide training to personnel on reports of satisfaction with the use of Alkom using the Google Form.

a. Activity Stage

1) Prepare training materials;
2) Prepare training participants;
3) Introduce yourself in a friendly manner and use polite and easy-to-understand language;
4) Documenting training activities.

b. Activity results

Has carried out training activities on the use of Alkom Questionnaire report with Google Form for Bid Tik Polda Metro Jaya personnel, provided more detailed knowledge related to questionnaire reporting on the use of Alkom with the result that Bid ICT personnel could understand the procedures for reporting questionnaires and the implementation of the training went smoothly.

c. ASN Basic Values (VARIOUS)

1) Accountability

        Carrying out training activities clearly and systematically is a form of responsibility in carrying out tasks.

2) Nationalism

The implementation of training activities is carried out without discriminating against participants based on race, ethnicity, religion.

3) Public Ethics

Conduct training activities in a friendly, polite and courteous manner.

4) Quality Commitment

The training activities are carried out clearly and in detail according to the specified standards so that it is easy for participants to understand.

5) Anti-Corruption

Provide correct and appropriate training according to needs without charging any fees to any party.

d. Relation to education and training (public services, ASN Management and WoG)

1) Public Service

In carrying out the training, we will try to be as effective and efficient as possible in achieving the target, namely by preparing accurate materials.

2) ASN Management

The purpose of the training is to provide an understanding of the personnel.

3) WoG

carry out training activities in collaboration with colleagues in the ICT Bid for readiness and smooth implementation.

e. Contribution to the organization's vision and mission

By conducting training activities in the ICT Bid, it contributes to the vision and mission of the ICT Bid, namely providing support, assistance and technical guidance on communication and information to units within the Polda Metro Jaya.

f. Reinforcement of organizational values

When conducting training activities, assisting in strengthening organizational values, namely: Providing knowledge according to service standards set consistently and providing solutions quickly and accurately to needs.

5. **Actualization Activities 5 (five)**

Make a report on satisfaction with the use of Alkom in a timely manner.

a. Activity Stage

1) Prepare a recap of the report on the satisfaction of using alkom;

2) Inputting data on the satisfaction report using alkom;

3) Sending a report on the satisfaction of using alkom;

4) Documenting activities.

b. Activity Results

Has carried out coordinating activities with mentors and colleagues in preparing a questionnaire report using Alkom with Google Form, carrying out active recording and input of questionnaire data and presenting reports on the results of questionnaires that have been

carried out for further as one of the supporting factors in the Anev performance report.

c. ASN Basic Values (VARIOUS)

1) Accountability

Requests for data reports and reporting are carried out in a transparent and responsible manner.

2) Nationalism

Reports are made to all satkers, ranks and personnel without discriminating against origin.

3) Public Ethics

The achievement of the presentation of the report is carried out in polite language.

4) Quality Commitment

Reporting activities according to the specified standards are carried out to see the effectiveness of the use of Alkom.

5) Anti-Corruption

Do not change the results of the report and be presented truthfully if someone tries to bribe.

d. Relation to education and training (public services, ASN Management and WoG)

1) Public Service

Timely reporting is carried out to find out how well the response from the satker and personnel in carrying out cooperation.

2) ASN Management

Reports are made to the satker, ranks and personnel to find out whether the information presented is in accordance with the use of Alkom in carrying out daily tasks.

3) WoG

Collaborate with colleagues in making a report on the satisfaction of using alkom.

e. Contribution to the organization's vision and mission

At the time of making a report on the satisfaction of using alkom, as a form of contributing to the vision and mission of the ICT Bid satker Improving the capacity of human resources in the field of Information and Communication Technology, both ICT Bid personnel and ICT function bearers in the ranks of Polda Metro Jaya;

f. Reinforcement of organizational values

When making a report on the satisfaction of using alkom, be respectful and respectful of each other and share knowledge and experience with colleagues according to the field of expertise and organizational cultural values of the Polda Metro Jaya ICT Bid.

CLOSING

A. Conclusion

The issue of the Non-Optimal Report on the Use of Alkom at the Information and Communication Technology Unit of the Polda Metero Jaya can be resolved by proposing an innovation for making a "Questionnaire for

Reporting on the Use of Alkom with Google Form" proposing several activities, namely :
1. Collecting data related to the Alkom usage satisfaction report;
2. Designing a questionnaire on the use of Alkom using Google Form;
3. Disseminate to personnel related to reports on satisfaction with the use of Alkom using Google Forms;
4. Provide training for personnel related to satisfaction reports on the use of Alkom using Google Forms;
5. Make a report on satisfaction with the use of Alkom in a timely manner.

The proposed activities are related to the substance of the role of civil servants, namely ASN Management, WoG and Public Services as well as the basic values of civil servants (ANEKA Values) that underlie activities both directly and indirectly so that ANEKA values can be actualized and habituated in each activity.

In all the activities carried out, all of them can contribute to the realization of the Vision and Mission of the Satker Bid ICT Polda Metro Jaya. The making of the questionnaire has been completed in accordance with the stages of the activities that have been planned.

Table
Comparison of conditions before and after actualization activities

Existing problem	Condition	
	Before	**after**
The Report on the Use of Alkom is not yet optimal in the ICT Bid Satker of the Polda Metro Jaya.	Requests for reports are still using the manual method by sending letter matrices to the Satker and Polres Polda Metro Jaya.	Request a report by sending a Questionnaire Link to the Satker and Polres Polda Metro Jaya.

B.   Suggestion

It is recommended that officers make a schedule in sending a questionnaire report on the satisfaction of using Alkom using Google Forms to the Satker and Polres of the ranks so that there are no obstacles in achieving and optimizing the report.

If it is close to the predetermined time limit, it turns out that there are still Satker and Polres Rangers who have not sent a questionnaire report, the officers should make a recap of attendance for the Satker and Polres Rangers to get a follow-up response to their reporting.

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