



Development of Human Resources (HR) at Wini's Cross-Border Post (PLBN) in an Effort to Improve Public Services

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ABSTRACT

Development of Human Resources (HR) at the Wini Cross-Border Post (PLBN) in an effort to improve public services. This research is motivated by the process of development and development of border areas. In the development process and in order to realize an integrated system in the delivery of public services in border areas, good quality human resources (HR) are needed so that they can carry out their duties and responsibilities. So it can be formulated in this study that how to develop human resources at the Wini Cross-Border Post (PLBN) in an effort to improve public services. The purpose of this research is to analyze and describe the development of human resources (HR) at the National Cross-border Post (PLBN). . The results of this study indicate that in the process of public services carried out by employees at the Wini Cross-border Post (PLBN) it is good enough if it is measured by four (4) abilities, namely technical ability, theoretical ability, conceptual ability and moral ability. However, there are still several obstacles encountered in the public service process in the Wini PLBN area, it is necessary to hold programs to improve the quality of human resources (HR) in the Wini Cross-Border Border Area (PLBN). Based on the results of this study it can be concluded that with the development and development of border areas, quality human resources are awakened to compete, showing their ability to do work so that it is in accordance with their duties and functions

INTRODUCTION

The development of national borders is an important aspect in maintaining the integrity and sovereignty of a country, requiring the development of good Human Resources (HR) management. According to Hasibuan (2011:69) that development is an effort to improve the technical, theoretical, conceptual and moral abilities of employees in accordance with the needs of the job or position through education and training. Technical ability of HR itself is a special characteristic of employees who dare to take risks, theoretical ability of HR is work performance or the result of the work process achieved by an employee, conceptual ability is individual capacity in terms of coordinating activities in accordance with organizational needs, while ability Moral is the mental capacity to determine and understand things that are right and wrong, as well as applying values, goals and proper behavior so that individuals have strong, correct and honorable ethical beliefs. With these four capabilities, you can measure the quality of human resources in a company or related agency.

If we look at the four indicators in terms of increasing the capacity of HR quality above, then the quality of HR at PLBN Wini, in this case the quality of service, is still not optimal due to the low level of education and morale of the majority of employees at PLBN Wini, thus making passersby or visitors feel uncomfortable. Apart from that, the lack of apparatus resources is also one of the obstacles in service, resulting in employees in PLBN having to juggle or take responsibility for several jobs at once.

The Cross-Border Checkpoint (PPLB) is a strategic inspection gateway to support the provision of services to border crossers between countries. PPLB contains elements of customs and excise, immigration, quarantine and security or CIQS (Custom, Immigration, Quarantine and Security). PPLB conditions are dominated by defense forces (TNI) and security forces from the Police (POLRI) who occupy an area of 1,770 m².

Even though the PLBN area has been guarded by TNI and POLRI officers, the level of supervision around the PLBN area is still a weak point, this is proven by the presence of illegal or illegal passers-by who often leave/enter via back routes (rat roads). The reason the crossers crossed via illegal routes was because the crossers did not have documents (passports) or luggage which was prohibited by the border authorities of the two countries.

State border crossing posts are part of efforts to organize places for entry and exit of the State's territory, both for the entry and exit of people and goods. Issuance of Presidential Decree No. 12 of 2010 concerning the National Border Management Agency (PBNPP) is a momentum to realize integrated and professional management of cross-border posts. PLBN Wini is one of the strategic entrances to the RTDL area. Has service functions in the fields of immigration, customs and quarantine. Based on the results of observations, it was found that the number of arrivals of foreign nationals every day was around 27-33 people. Meanwhile, the number of departures of foreign nationals was 37-76 people. More details will be presented in the following table.

Table 1. Data on PLBN Wini State Border Crossers 2019 – 2021

years	Activity	WNI	WNA	Amount
2019	Departure	3.336	3.920	6.256 person
	Arrival	2.211	2.790	4.001 person
	Visits/tourists	2.360	1.305	3.365 person
2020	Departure	52	30	82 person
	Arrival	-	-	-
	Visits/Tourist	80	-	80 person
2021	Departure	25	-	25 person
	Arrival	-	-	-
	Visit/tourist	75	-	75 person
Total		8.139 person	8.045 person	13.884 person

Source: PLBN Wini, 2019-2021 Passer Data

Information :

WNA: Foreign Citizen

Indonesian citizen: Indonesian citizen

PLBN: Cross-Border Post

From the data in the table above, it can be seen that in 2019 there were a lot of people traveling both within the country and abroad, but in 2020 - 2021 the data on traffic decreased by a very significant number due to the pandemic.

Based on this problem, how important is the development of Human Resources at the Wini State Border Post in an effort to improve public services.

LITERATURE REVIEW

a. Development

Development is an effort to improve technical, theoretical, conceptual and moral abilities according to needs through education and training. According to Hasibuan (2011: 69) Human Resources Management says that development is an effort to improve the technical, theoretical, conceptual and moral abilities of employees in accordance with the needs of the job or position through education and training.

According to Hasibuan (2011:68) development is the second operational function of personnel management, employee development needs to be carried out in a planned and continuous manner so that development can be carried out well, an employee development program must first be established. According to Nadler in Hardjana, (2011: 11) development is learning activities that are held over a certain period of time to increase the possibility of improving performance.

Apart from that, according to Hasibuan (2017:21), the function of human resource management includes

a. Planning

Planning (human resource planning) is planning the workforce effectively and efficiently to suit the company's needs in helping to realize goals. Planning is

carried out by establishing a staffing program. The personnel program includes organizing, directing, controlling, providing development, compensation, integration, maintenance, discipline and dismissal of employees. A good personnel program will help achieve the goals of the company, employees and society.

b. Organizing

Organizing is an activity to organize all employees by determining the division of work, work relationships, delegation of authority, integration and coordination in an organization chart. Organizations are only a means to achieve goals. Good organization will help achieve goals effectively.

c. Briefing

Directing is the activity of directing all employees to cooperate and work effectively and efficiently to help achieve the goals of the company, employees and society. Direction is carried out by the leader by assigning subordinates to carry out all their tasks well.

Sikula (2011:105) explains that Human Resource Development (HR) is a long-term learning process using a systematic and organized procedure by which managers learn conceptual and theoretical knowledge for general purposes.

b. Development Goals

According to Law no. 26 of 2007 concerning Spatial Planning. Regional development aims for regional prosperity by optimally empowering all existing potential by seeking harmony and balance in development between regions so that it can provide maximum benefits for the community. The objectives of this development are: Optimal utilization of natural resources through local economic development.

a. Reducing disparities between regions

b. Maintaining and increasing the rate of economic growth

c. Develop underdeveloped areas according to their potential.

d. Stimulating economic growth and infrastructure development.

The concept of regional development grows because of the need for a region to develop, especially due to the availability of natural resources and the increasing needs of society in line with the increase in population.

Regional development has an important role in the development of a region, especially in areas with abundant resources which are vulnerable to periodic global changes, such as rapid technological advances in relatively developed areas resulting in underdeveloped areas, which have limited resources and accessibility. For this reason, regional development planning must be global in nature by considering the interrelationships between regions and between sectors with the various impacts that will arise to develop the entire sector as one unit in the context of equitable development (Ministry of PUPR module 2 introduction to regional development 2017).

c. Human Resources Development (HR)

Human resource development is defined as a company or organization's activities that aim to improve the abilities and skills of its human resources within a certain period of time.

In more detail, human resource development can be interpreted as the most proactive sub-function because it starts at the level of identification, training needs, conducting situation surveys, so that training programs can be carried out. Training is an ongoing but short-term process while organizational development is long-term and oriented towards company goals. However, both have a direct role in building culture within a company. According to M.M. Khan, he explained human resource development as a form of increasing positive knowledge, attitudes and work abilities of employees in a company. Rao, explains the definition of human resource development as a process in which employees are assisted continuously and in a planned manner to acquire or sharpen the abilities needed to perform various functions related to their current or expected future roles.

d. Public Service

Service is the provision of basic rights to citizens or society in accordance with their needs and interests as regulated by law. Service has the meaning of serving the people being served. If you serve, then the truth is providing service or dedication in a professional and proportional manner. The form and method of service are also part of the meaning that is inseparable from the service itself. Service means serving seriously the people served to fulfill their needs and interests in order to provide satisfaction and benefit. (Hayat 2017 :22)

METHODOLOGY

The research method used is qualitative research with a descriptive approach. This means that the author observes and explains specific facts or phenomena and will systematically describe the research in words regarding the Performance of the Wini Integrated Cross-Border Post (PLBN) in North Central Timor Regency, East Nusa Tenggara Province. Then the author begins to analyze using theory. - relevant theories and general conclusions drawn.

RESULTS AND DISCUSSION

Development of Human Resources (HR) at the Wini Cross-Border Post (PLBN) in Efforts to Improve Public Services which will be discussed at this stage are aspects of technical capability, theoretical capability, conceptual capability and moral capability.

Technical Capabilities

Technical ability of HR itself is a special characteristic of employees who dare to take risks. Technical ability or competency has the same meaning as the words ability, skill or expertise. Competence is the basic characteristic of a person that enables them to produce superior performance in their work (Boulter, 2000: 43).

The technical capability of HR is planning, managing and controlling human resources which requires a managerial tool and can be understood as a process within an employee's capabilities and can also be interpreted as a policy (Cushway, 1994: 13).

Technical Capability of HR is better technical ability and is not awkward in carrying out all work, especially challenging work, and dares to take risks

without avoiding responsibility, and does not hesitate to face failure in order to achieve common goals, (Hasibuan, 1996) .

The research results show that technical ability is the ability of human resources to work and understand the tasks and functions that have been given. From the interview above, we can also understand that there are several programs that have been carried out by the head of PLBN Wini to improve the performance or abilities of border employees. One of the programs they have taken is a training program including fire extinguisher training and training to operate technological equipment such as computers. This is very important to do, especially computer operation training. One of the inhibiting factors or obstacles faced in training activities is the capacity or ability of PLBN employees in understanding the procedures or stages of implementing training activities, therefore with training such as fire extinguisher training and computer operation training can help increase knowledge for PLBN employees thereby increasing quality, especially in public services in border areas.

Based on the material and research results above, the researcher can conclude that public services at the PLBN Wini office are not yet optimal. It can be seen that the capacity of employees to carry out their duties as a service to the community is still not optimal. According to researchers, there is a need for training or technical guidance for employees regarding the use of technological tools that help speed up services, such as training in the use of computers, laptops and so on to improve the quality of service in border areas as integral areas.

A. Theoretical Abilities

Theoretical ability is the capacity or ability of human resources in the form of ideas and also thought patterns which will then base a form of thing where everything will come from various forms of theory which are partly a form of basis for doing something and something. According to Robbins (2003: 40) intellectual ability is the capacity to carry out mental activities, for example the IQ test is designed to ascertain a person's general intellectual ability. Each job requires different intellectual abilities. In jobs that require more information processing, more general intelligence and verbal abilities are needed to achieve job success.

The research results from which the researcher obtained theoretical abilities are abilities related to the ability to think and then apply them to work where the work carried out cannot be separated from existing SOPs. Based on this opinion, the ability of employees or employees at PLBN Wini, their ability to understand and apply each job is good, it can be seen from several meetings, they also provide some input, this indicates that their ability to think is good, although not yet optimal, but needs to be sharpened by providing basic training. their abilities in service are getting better.

One of the causes of less than optimal service at PLBN Wini is the limited quality or ability of employees. Of course, this is a serious concern for the head of PLBN Wini to take the right steps to increase understanding of border human resources, especially as the Wini border area is an integral part that must be taken seriously into the quality of human resources because the border area is a meeting place for Indonesian and Timor Leste citizens (oecusi) who leave and enter. Indonesian region or vice versa.

Based on the theory and research results above, it can be concluded that the ability of employees to understand and carry out public services based on service guidelines is not optimal, so there is a need for more guidance and training in order to improve the abilities or mindset of employees.

b. Conceptual Ability

Conceptual Ability is the ability to coordinate and integrate all organizational interests and activities. Conceptual Ability

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the research and discussions that have been carried out and discussed in the previous chapter, conclusions can be drawn regarding the research problems posed, the author concludes that the development of Human Resources (HR) at the Wini Cross-Border Post (PLBN) in an effort to improve public services can concluded:

a. Technical Capabilities

Technical capability is related to the ability of human resources to work and understand the tasks and functions that have been given. So according to this research, the inhibiting factor or obstacle faced in technical capability is the capacity or ability of PLBN employees which is still less visible in carrying out their duties as a service to society is still not optimal.

b. Theoretical Ability

Theoretical abilities relate to the ability to think and then apply them to work where the work carried out cannot be separated from existing SOPs. Based on this opinion and in accordance with this research, the abilities of the employees at PLBN Wini are good, as can be seen from several meetings, they also provided some input, this indicates that their ability to think is good, although not yet optimal, but needs to be sharpened by providing training on the roots of their abilities in thinking. service is getting better.

c. Conceptual Ability

Conceptual Capability relates to an individual's capacity in coordinating activities according to organizational needs. The research results showed that the employee's ability to measure the conceptual abilities of employees at the PLBN Wini office was not optimal so that measuring employee abilities with predetermined indicators could not be understood effectively and efficiently.

d. Moral ability

Moral ability is related to relationships with fellow humans and the universe. Based on this research, the relationship between employees and the community is quite good, which can be seen from the good actions or behavior of employees towards the community in public services in the Wini border area. Apart from

that, it can be seen that the relationship between employees and each other employees, employees with superiors and employees with the community are quite good and need to be improved further.

FURTHER STUDY

This research still has limitations, so it is necessary to carry out further research related to the topic of Development of Human Resources (HR) at Wini's Cross-Border Post (PLBN) in order to improve this research and add insight to readers.

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