

THE ROLE OF PEKANBARU CITY MANPOWER OFFICE IN TACKLING UNEMPLOYMENT

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ABSTRACT

This research is motivated by the number of unemployed in Pekanbaru City which has increased from year to year. The purpose of this study was to determine the role of the Pekanbaru City Manpower Office in overcoming unemployment in Pekanbaru City. The theory used in this research is public organization theory by Jones (1993) in Mahsun (2013: 8-9) with three indicators, namely regulatory role, enabling role, and direct provision of goods and services. This research uses a qualitative method with a descriptive approach. The data analysis technique uses the theory of Miles and Huberman in Sugiyono (2016:246). The results of this study indicate that the role of the Pekanbaru City Manpower Office in overcoming unemployment has not been going well. The reason is the limited funds owned by the Pekanbaru City Manpower Office and the lack of community support for the Pekanbaru City Manpower Service program in overcoming unemployment. The Pekanbaru City Manpower Office has the responsibility to run programs to increase job opportunities and improve the quality and productivity of the workforce to produce skilled and competent workers to overcome unemployment in Pekanbaru City.

Keywords: Role, Unemployment, Manpower Service

ABSTRAK

Penelitian ini dilatarbelakangi karena adanya jumlah pengangguran di Kota Pekanbaru yang mengalami peningkatan dari tahun ke tahun. Tujuan dari penelitian ini untuk mengetahui peran dari Dinas Tenaga Kerja Kota Pekanbaru dalam mengatasi pengangguran di Kota Pekanbaru. Teori yang digunakan pada penelitian ini adalah teori organisasi publik oleh Jones (1993) dalam Mahsun (2013:8-9) dengan tiga indikator yaitu regulatory role, enabling role, dan direct provision of goods and service. Penelitian ini menggunakan metode kualitatif dengan pendekatan deskriptif. Teknik analisis data menggunakan teori Miles dan Huberman dalam Sugiyono (2016:246). Hasil penelitian ini menunjukkan bahwa peran Dinas Tenaga Kerja Kota Pekanbaru dalam mengatasi pengangguran belum efektif. Penyebabnya adalah keterbatasan dana yang dimiliki oleh Dinas Tenaga Kerja Kota Pekanbaru dan kurangnya dukungan masyarakat terhadap program Dinas Tenaga Kerja Kota Pekanbaru dalam mengatasi pengangguran. Dinas Tenaga Kerja Kota Pekanbaru memiliki tanggung jawab untuk menjalankan program-program peningkatan kesempatan kerja serta meningkatkan kualitas dan produktivitas tenaga kerja untuk menghasilkan tenaga kerja yang terampil dan kompeten guna mengatasi pengangguran di Kota Pekanbaru.

Kata Kunci: Peran, Pengangguran, Dinas Tenaga Kerja

INTRODUCTION

Indonesia is one of the developing countries when viewed from the level of welfare of its people. As it is known that developing countries are inseparable on the problem of unemployment. When unemployment is not addressed immediately, other problems arise. Not without reason, because in reality unemployment becomes a measure of the success of a country's economic development.

At the beginning of 2020, the world was shocked by the outbreak of the Covid-19 virus outbreak which has infected almost all countries, including Indonesia. Indirectly, this pandemic has brought an increase in unemployment in Indonesia. The Central Statistics Agency noted that in August 2020, Indonesia's unemployment rate reached 29.12 million people, which were divided into several categories, including unemployment caused by Covid-19 as many as 2.56 million people, Non-Labor Force (BAK) as many as 0.67 people, then those who did not work due to the Covid-19 pandemic amounted to 1.77 million people, and those who worked by experiencing reduced working hours (shorter hours) amounted to 24.03 million people.

Pekanbaru City, which is the capital of Riau Province, is currently the target of population mobilization outside Riau Province and within the province. Along with the natural population growth, Pekanbaru City has a fairly high population growth every year. The existence of this situation causes unemployment in Pekanbaru City to increase every year. In addition, Pekanbaru City is also one of the cities engaged in trade and services, as it is known that this pandemic has an impact on companies engaged in this field.

Tabel 1.1

Jumlah Angkatan Kerja Kota Pekanbaru Tahun 2017-2020

No	Tahun	Angkatan Kerja	Bekerja	Pengangguran	Persentase Pengangguran (%)
1.	2017	513.271	467.555	45.716	8,91%
2.	2018	533.054	489.797	43.257	8,11%
3.	2019	547.654	505.247	42.407	7,74%
4.	2020	555.138	507.617	47.521	8,56%

Sumber : Badan Pusat Statistik Kota Pekanbaru

Based on Table 1.1, the Pekanbaru City Labor Force Participation Rate (TPAK) in 2020 was 65.22% and the unemployment rate was 8.56%. This number increased compared to the previous year with an unemployment rate of 7.74%.

The Pekanbaru City Manpower Office continues to strive to reduce the high unemployment rate before even during this pandemic by implementing programs aimed at job seekers to increase job opportunities. However, in a pandemic situation like this, there are several programs that have not been implemented by the Pekanbaru City Manpower Office so that they have not been able to run effectively.

LITERATURE REVIEW

Something related to the provision of public goods as well as services for the public interest obtained by paying taxes or other state income in accordance with the regulations is called the public sector Mahsun (2013). As a public service provider, the central and local governments should serve their communities well to realize welfare in the community. As an organization that manages public goods and provides services, according to Jones (1993) in Mahsun (2013:7-8) public sector organizations have three main roles, namely:

1. Regulatory Role
2. Enabling Role
3. Direct provision of goods and service

The situation where people who belong to the working age want to find a job but cannot get it are called unemployed (Sukirno, 1994). Unemployment includes residents who are looking for a job or are about to start a business, or feel unable to find a job, or have a job but have not yet started working.

RESEARCH METHODS

This research uses qualitative methods with a descriptive analysis approach. That is, research that gives a detailed picture of a particular individual or group of circumstances and symptoms that occur (Koentjaraningrat, 1993:89). The research location chosen was the Pekanbaru City Manpower Office. As for those who became informants in this research, there were 6 people. The data collection techniques used by researchers are interviews and documentation. To analyze data or facts found in the field, researchers use the theory of Miles and Huberman in Sugiyono (2016: 246), namely: data reduction, data presentation, and drawing conclusions.

RESULTS AND DISCUSSION

A. Role of Public Sector Organization

The existence of the public sector is inevitable (invariable). Society needs regulations that regulate public goods. In its development, the public sector has played a very important role in the management of these public goods. as an organization that manages public goods and provides services, according to Jones (1993) in Mahsun (2013: 7-8) public sector organizations have three main roles, namely:

1. Regulatory Role

Regulatory role is the first indicator in the role of public sector organizations that aims to establish all rules related to the public interest, because in the absence of regulations, inequality can occur in society. Regulatory role is the application of one of the management functions, namely planning, which is very important for the organization because it is related to setting goals to be achieved by each organization. The Pekanbaru City Manpower Office has several programs related to overcoming unemployment in Pekanbaru City. The two main programs created in overcoming unemployment are programs in increasing employment opportunities and programs to improve the quality and productivity of labor. Based on Law Number 13 of 2003 concerning Manpower, the employment opportunity improvement program has been regulated in chapter VII regarding the Expansion of Employment Opportunities, namely in articles 39 and 40. Referring to this regulation, the Pekanbaru City Manpower Office has a program aimed at expanding employment opportunities for the people in Pekanbaru City. As stated by the Head of The Development Division of Placement and Expansion of Job Opportunities as follows:

"in order to overcome the problem of unemployment, there are several programs carried out by the Pekanbaru City Manpower Office through the Placement and Expansion of Job Opportunities. the first is job canvassing, the second is the job expo program, and the last one is an online job fair. that program is specific to the formal sector." (Direct interview with the Head of Development for Placement and Expansion of Job Opportunities, January 20, 2022).

Based on the interview, it is known that in overcoming unemployment in Pekanbaru City in the first formal sector labor placement, there is Job Canvassing, the second is the Job Expo activity, and the last program is the Online Job Fair.

In increasing employment opportunities that have implications for the elimination of unemployment in Pekanbaru City, the Pekanbaru City Manpower Office carries out the duties that have been mandated in Law Number 13 of 2003 concerning Manpower in article 39 where the government is responsible for seeking the expansion of employment opportunities both inside and outside the employment relationship.

"to overcome unemployment in the informal sector workforce, we hold activities or programs for independent labor training, appropriate technology training, and labor-intensive (Direct interview with the Section for The Expansion and Development of Employment Opportunities, February 15, 2022).

Based on the results of interviews with informal sector workers, the Pekanbaru City Manpower Office carries out its program on expanding productive job opportunities where all resources, both natural and human, are empowered in this program with independent labor empowerment activities, appropriate technology training, and labor-intensive.

Not only programs in increasing job opportunities, the Pekanbaru City Manpower Office also has other programs in overcoming unemployment, namely programs to improve the quality and productivity of the workforce with the aim that job seekers can develop their ability to get a job or to create their own jobs. This was conveyed by the Training and Apprenticeship Section of the Pekanbaru City Manpower Office in the following interview:

"we are in the field of training and productivity in overcoming this unemployment, we have job training and there are also internships. we follow Law Number 13 of 2003 concerning Manpower. in the regulation explained that the government is obliged to organize this job training" (Direct interview with the Training and Apprenticeship Section, January 24, 2022).

Based on the interview results, the Pekanbaru City Manpower Office through the Field of Training and Productivity conducted a training program to overcome unemployment. Job training is held based on Law Number 13 of 2003 concerning Manpower with the aim of equipping, improving, and developing the competence of job seekers.

2. Enabling Role

Enabling role is the role of public organizations in ensuring the implementation of regulations that have been established in the provision of public goods and services where the public sector can ensure the smooth implementation of programs and activities intended for the community. In addition, the enabling role indicator can be said to be an application to the management function, namely the implementation function (actuating). The Pekanbaru City Manpower Office has the authority to regulate and regulate and implement applicable regulations in the field of labor. This is stated in Pekanbaru Mayor Regulation Number 99 of 2016 concerning the Position, Organizational Structure, Duties and Functions and Work Procedures of the Pekanbaru City Manpower Office.

In carrying out the activities of the Pekanbaru City Manpower Office referring to the rules that have been set so that the activities can be carried out optimally as in the implementation of Job Canvassing activities, the Pekanbaru City Manpower Office has the underlying regulations conveyed by the Head of the Placement Development and Expansion of Job Opportunities in the following interview:

"every activity certainly has an underlying regulation or policy, and for every implementation of activities carried out by the Pekanbaru City Manpower Office, it generally follows the mandate of Law Number 13 of 2003 concerning Manpower. Job canvassing certainly has a target for local job seekers because we have a focus on overcoming unemployment in Pekanbaru City so that local job seekers are prioritized and we follow Pekanbaru City Regional Regulation Number 4 of 2002 concerning Local Labor Placement" (Direct interview with the Head of Placement Development and Expansion of Job Opportunities, January 20, 2022).

The mechanism in this activity is that the Manpower Office receives information on job vacancies needed from the company, so that the Manpower Office can verify with job seekers who have previously registered with the Pekanbaru City Manpower Office. Not only organizing activities to increase job opportunities, the Pekanbaru City Manpower Office also carries out activities to improve the skills and competencies of job seekers with job training. Job training is carried out with the aim of job seekers in Pekanbaru City being able to improve their skills. There are several requirements that must be met by workaholics to take part in this activity such as age ranging from 18 years old to 30 years old, Pekanbaru ID card, photocopy of diploma of at least high school / vocational high school graduates, then preparing 2 3X4 color photos. However, in carrying out this role, it has not run optimally because there are several obstacles faced by the Pekanbaru City Manpower Office.

3. Direct Provision of Goods and Service

In the indicators of the role of Direct provision of goods and services, public sector organizations play a role in controlling or supervising a number of processes of public goods or services and established regulations so that the public is not harmed. Direct provision of goods and services is also the application of the management function, namely the supervisory function (controlling) which aims to find out that the results of the implementation of policies and programs are in accordance with the plan. In addition, this also concerns the determination of standards by comparing reality with previously made standards and even an evaluation of the

programs that have been carried out so that the implementation of subsequent programs can run well.

Supervision is needed so that the program that has been made can reach the community appropriately, and evaluation becomes a point in correcting all shortcomings that occur from the results of supervision in the implementation of the program. The Head of Development of Placement and Expansion of Job Opportunities explained in the following interview

"for every activity we do, of course, there is supervision and evaluation. the supervision carried out is in the form of directing, monitoring. we see how the implementation of our activities is in accordance or not with our target so that when there is a shortage later we can evaluate" (Direct interview with the Head of Coaching and Placement of Job Opportunity Expansion, January 20, 2022).

Based on the results of the interviews obtained, in each activity to overcome unemployment, the Pekanbaru City Manpower Office conducts supervision by directing all resources involved in the activity. This is also in line with what the Job Opportunity Expansion and Development Section stated in the following interview

"surely we have supervision, for example, for this job opportunity expansion activity, we supervise it. Such as labor-intensive whether the activities carried out by this community are still continuing, or for example independent labor empowerment activities whether the community that has been empowered or trained is a growing business or not. then we evaluate for example in the field we find that the community does not understand entrepreneurship well or for example lacks tools in supporting the business. of course we provide the technology, the tools, then we provide retraining" (Direct interview with the Section of Expansion and Development of Job Opportunities, February 15, 2022).

Based on the results of the interview above, in informal sector activities there is also supervision carried out. This supervision is intended to see the sustainability and productive activities in developing community skills so as to increase employment opportunities.

However, the supervision carried out by the Pekanbaru City Manpower Office is still very lacking so that the programs carried out have not run well, because the implementation of these programs has not yet reached the target.

B. Obstacles of Pekanbaru City Manpower Office in Overcoming Unemployment

As a public agency that has duties in the field of labor, of course, the Pekanbaru City Manpower Office has many difficulties in overcoming unemployment. As it is known that unemployment is a situation where a person who cannot meet his needs is due to not having a

job. Of course, in this situation, cooperation between the community and the government is needed. The obstacles to the Pekanbaru City Manpower Office in overcoming unemployment are:

1. Limited Budget Funds

Budget is an important thing in preparing or implementing a program. The strategic role of the budget is very prominent here because the budget is a tool for determining future income and expenditure. If the budget is limited, then the programs or activities that have been made will not be optimal in their implementation. The Head of Placement Development and Expansion of Job Opportunities said that the programs of the Pekanbaru City Manpower Office in overcoming unemployment have been made well, but still in the implementation of the budget is needed, if the budget has is sufficient, then the implementation of the program is also certainly good. This was conveyed by the Head of Development of Placement and Expansion of Job Opportunities in the following interview

"in organizing activities, of course, everything needs a budget, if there is a budget, it is quite certain that the activities are well implemented. however, due to pandemic conditions, of course, the guarantee we get is a little bit, so it makes our activities not optimal" (Direct interview with the Head of the Development of Placement and Expansion of Opportunities for The Attorney General, January 20, 2022).

The same thing was also conveyed by the Training and Apprenticeship Section of the Pekanbaru City Manpower Office as follows

"in the field of training and productivity, we are still conducting training only until 2020 after which there is no more because the APBD does not provide a budget for training" (Direct interview with the Training and Internship Section, January 24, 2022).

The limited budget funds owned make the activities carried out by the Pekanbaru City Manpower Office not optimal.

2. Lack of Support From The Community

In expanding job opportunities, of course, the government really needs support from the community so that everything goes well. However, the Pekanbaru City Manpower Office realizes that there are still people who do not have readiness to work. For example, when in the implementation of labor placement, people still do not have an interest if at any time they are placed outside Pekanbaru City.

CONCLUSION AND RECOMMENDATION

Based on the results of the research that has been obtained, researchers can draw conclusions that the role of the Pekanbaru City Manpower Office in overcoming unemployment

has not gone well. The role carried out by the Pekanbaru City Manpower Office is based on the theory of public organizations from Jones (1993) in Mahsun (2013: 7-8) in the form of related programs in overcoming unemployment, implementing programs, and supervising and evaluating programs that have been implemented by the Pekanbaru City Manpower Office.

1. The role of the Pekanbaru City Manpower Office in overcoming unemployment based on: (a) Regulatory role, in implementing this indicator, the Pekanbaru City Manpower Office has made every program based on applicable regulations. The two programs created are programs in increasing job opportunities and programs in improving the quality and productivity of labor mandated by Law Number 13 of 2003 concerning Manpower and Government Regulation Number 33 of 2013 concerning Expansion of Job Opportunities. (b) In the enabling role, the Pekanbaru City Manpower Office has not made optimal efforts in every program implementation. Such as the absence of vacancy reporting by companies which results in a lack of job market information to job seekers and the limitations they have in organizing training for job seekers. In addition, there is a lack of socialization provided by the Pekanbaru City Manpower Office regarding online job fairs to job seekers. (c) In carrying out the role of director provision of goods and services, the supervision carried out by the Pekanbaru City Manpower Office is still very lacking so that the programs carried out have not run well. The existence of companies that do not report vacancies or the number of workers needed makes unemployment in Pekanbaru City still increasing.
2. The obstacles to the Pekanbaru City Manpower Office in overcoming unemployment are the limited budget funds owned, as well as the lack of community support for the implementation of labor placement carried out by the Pekanbaru City Manpower Office.

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