

# **Officer Performance in the Field of Stewardship and Supporting Health in Fire Handling**

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## **Abstract**

This research aims to analyze and find out the relationship between fire knowledge and training through the readiness of Service Officers and Health Support officers to officers' performance in handling fires that may occur in BBKPM Makassar, especially in the room where they work. The research was carried out at the Makassar Public Lung Health Center (BBKPM) from December 21, 2021, to January 29, 2021, with 106 respondents as the sample number. Sampling in this study used questionnaires as primary data obtained through the results of questionnaire answers conducted by each respondent. The method of analysis taken by researchers is Path Analysis or Path Analysis because researchers want to ensure the influence of Knowledge and Training on Officer Performance in Fire Handling through Officer Readiness at the Makassar Public Lung Health Center (BBKPM). This type of research method is Quantitative with the research design used, namely Survey Research, and uses a Cross-Sectional approach. The results are seven hypotheses in this study, where positive and significant results can prove the validity of the hypothesis. However, the level of significance of Knowledge and training on Officer Readiness and Knowledge of performance is higher when compared to training on officer performance and officer readiness to performance.

## **Keywords**

Quality of Service, Professionalism, and Patient Loyalty.

## **1. Introduction**

Fire is an event caused by an uncontrolled fire and can endanger human lives, buildings, or ecosystems. Fires can occur intentionally or unintentionally. And generally, they cause material and non-material losses (Rahawarin et al., 2020; Zacharias et al., 2021). In carrying out their duties, personnel or firefighters are equipped with various facilities and infrastructure related to fire handlings, such as special firefighting vehicles, protective equipment/self-protection in helmets, gloves, boat shoes, and other fittings. In addition to the facilities and infrastructure owned, firefighters are also equipped with knowledge obtained from education and training on fire management. Developed and developing countries have been established special units to deal with fire problems. In terms of fire management, there are 8 (eight) main components must be met. Namely, government support in terms of regulations and regulations, using codes or standardization agreed upon globally, using established standards, implementing safety, skills development, enforcement of safety standards, readiness and responsibilities, and public education (Ilyas et al., 2022).

Fires that occur are generally caused by events caused by nature and fires caused by humans. Therefore, efforts are needed to overcome or take precautions to minimize the impact of the fire itself, such as education or counseling the public about fire hazards, joint supervision of all forms of potential or fire threats, and fulfillment of active and passive

firefighting advice. In addition, there is a need for knowledge about the fire. Fire is a chemical reaction of several elements so that there is a combustion reaction, better known as the fire triangle theory. The fire-forming element elements are fuel, oxygen, and heat sources. The fuel in question is combustible materials such as paper, wood, gas, oil, etc. Heat sources such as lightning, electric heat energy, mechanical heat energy, chemical heat energy, etc. The air we breathe in everyday life contains many elements, one of which is oxygen, where oxygen with a minimum level of 16% can be an important element in the formation of fire.

Hydrant system and splinter system to minimize the spread of fire, an active fire protection system is an integrated system prepared to detect and or extinguish fires, such as heat detectors, smoke detectors, fire detectors, and APAR tubes. At the same time, a passive fire protection system is a method or way of controlling smoke, heat, and gas caused by fire, such as evacuation facilities and aids, commensurate Menteri systems. In Indonesia, fire incidents, especially in major cities such as Jakarta, were in 2018 recorded that there were 692 fires with the number of koban fatalities as many as 207 people were seriously and lightly injured and 25 of them died many as 6348 people were displaced. Material losses caused by the fire from January to December 2018 are estimated at Rp. 180,263,465,000 (Kurniawan et al., 2022; Nath et al., 2021; Setianto et al., 2022; Suharyanto et al., 2021; Tamsah et al., 2021).

In southern Sulawesi, especially in the city of Makassar, the Makassar Fire Department (DAMKAR) released the number of fire cases in the period January to July 2020, as many as 58 cases of fires. An electrical short circuit generally causes fires, with the highest fire object being a residential house, 54 cases. In addition to providing fire protection facilities and infrastructure, human resources are also very important for a field implementer who is expected to maximize fire management efforts by applying human resource management principles. Planning, organizing, staffing, leading, and controlling are the principles of human Asia resource management. A delegation of authority and responsibility to personnel to achieve goals in the organization or working group through good planning by developing skills, knowledge, and evaluation (Umar et al., 2019).

Human resource management is one part of management in general that focuses on the effectiveness of human resources in achieving organizational goals by developing technical skills and theoretical, conceptual, and moral knowledge both through education and training. Performance is the overall person's achievement in a certain period in implementing his duties, such as the work results standard and target criteria that have been decided together and set before. Performance is the achievement or result obtained from the achievement of a job, whereas performance is the result of comparing the results of work achievements with predetermined standards (Sultan et al., 2021; Syamsyucri et al., 2021; Tamsan & Yusriadi, 2022). Performance results from good work, both in quality and quantity that each person has achieved in implementing a job and its duties and responsibilities (Anwar Prabu 2002). Performance measurement can be directed at several aspects, including a person's level of knowledge related to work tasks that will affect the quality and quality of a job.

The field of health services and support is one of the fields in the organizational structure of BBKPM Makassar. Health support services oversee two sections, namely the health service section and Health support; in health, services oversee several units that are generally units directly related to the handling of patients, such as outpatient and inpatient units. In contrast, health-supporting facilities oversee units that support the enforcement of diagnosis. Patients include radiology units, laboratories, pharmaceutical units, and physiotherapy units. Generally, health workers in the service section consist of officers and doctors, while the health support section generally includes specialists, radiographers, therapists, pharmacists, and workers. The health service and support department can be equipped with knowledge about fires and training to handle fires efficiently to support the Officers section in fire management efforts.

Knowledge is the result obtained by a person who from not knowing before to knowing. Knowledge is the result obtained or obtained by a person who is sourced from his five senses, namely through sight, smell, hearing, taste, and touch. Knowledge can be divided into theoretical Knowledge and practical Knowledge. Theoretical knowledge is theoretical knowledge which means learning something by not taking a practical approach. Theory teaches a person about the experiences of others and a deeper understanding of a concept by looking at it in the context of understanding why behind it, while practical knowledge is learning through practical means of knowing how things happen in the real world. In practical application, we excitingly learn facts; that is the best part of learning. Practical knowledge can often lead to a deeper understanding of a concept through the act of personal experience. The practical knowledge obtained through training can provide systematic knowledge and expertise to a person to perform their work by standards (Debby et al., 2021; Sukri et al., 2021; Usman et al., 2020). Readiness in health services and support is a form of an overview of productivity; knowledge and skills obtained from training are the main capital in carrying out

fire management efforts. Expertise and training possessed by officers in the field of health services and support are expected to make a real contribution to fire management efforts through preventive measures, at the time of the incident and after the fire incident. It is hoped that knowledge of fire and its training obtained by the Officer Department can become a productive Individual who believes in himself. It is responsible, loves, can overcome problems, adjust to a dynamic environment, contribute positively to the surrounding environment, and realize its potential.

Makassar Public Lung Health Center is a Technical Implementer of the Ministry of Health located in the middle of Makassar City. As one of the health service agencies of BBKPM Makassar, the working officers consist of Civil Servants (PNS) and Public Service Agency (BLU) employees from various sciences and various professions. BBKPM Makassar provides health services to the community, especially Lung Health services. In carrying out its services in enforcing diagnoses, using electrically sourced Health equipment is not impossible not to have the risk of fire, whereas outpatient poly service buildings and administration with 2 (two) floors and officer rooms with 5 (five) floors. To handle the fire of BBKPM Makassar in its building at several points of buildings with floors 2 (two) and 5 (five) equipped with Light Fire Extinguishers (APAR), Splinter, and Smoke detectors are devoted to buildings with 5 (five) floors.

The health of the Makassar Public Lung Health Center so that it can provide a sense of security to patients, officers, and people around it. It can provide a sense of security both to themselves and the people around them, especially to patients responsible for the dangers and fire events that generally occur suddenly. The things that have been described above are one of the many that are needed for officers who work in emergency departments, outpatient polys, inpatient rooms, laboratories, radiology, pharmacies, and medical rehabilitation rooms. Beyond estimates, the condition demands performance from officers in handling fires and the knowledge and training obtained. It is expected that officers have good readiness to minimize fire events or inhibit the spread of fire and evacuate patients and people around the fire point before firefighters arrive at the fire site.

It aims to study the picture of readiness of people in the field of health services and support in handling fire problems in agencies. Based on the explanation above, the author is interested in studying factors related to the officers' performance who work in emergency department installation units, outpatient poly, inpatient rooms, laboratories, radiology, pharmacies, and medical rehabilitation rooms. However, given the limitations of the author's ability, the author only studied the relationship of factors between officer readiness, knowledge, and training related to handling fires on the performance of people in the field of service and health support of the Makassar Public Lung Health Center.

## **2. Literature Review**

Knowledge is the result obtained or obtained by a person who is sourced from his five senses, namely through sight, smell, hearing, taste, and touch (Yusriadi et al., 2019). Knowledge arises when a person's mind is used to recognize certain events or objects that have never been felt or seen before. Another understanding is knowledge is the symptoms that a person encounters and gets with the observation of his mind. Training is one of the concepts of informal education that is considered education that can increase the knowledge of individuals both related to science and outside their knowledge. Training cannot be separated from training because of its close relationship, where exercise is an activity or work of training to acquire proficiency or proficiency. At the same time, training activities aim to improve individual knowledge and skills so that those who are trained to get knowledge and skills in dealing with problems according to the expectations and goals desired to participate in training activities (Mustari et al., 2021).

Work Readiness is the ability of individuals to complete work by maximum results in a target that has been determined based on the provisions, without experiencing vehicles, obstacles (Aci et al., 2021). Work Readiness as a condition that shows harmony between physical, experiential, and mental maturity that makes the individual have the ability to carry out certain activities about his work or activities. Performance or work performance is the achievement of a person in quality and quantity resulting from one's work in carrying out the tasks and responsibilities (Suryanti et al., 2021). Performance results from work achieved by a person carrying out the work given to him by his time, sincerity, and knowledge (Ashar et al., 2021). So, performance can also be interpreted as a result that someone can achieve in carrying out the work and responsibilities he carries in a period or within a certain period.

### **3. Methods**

#### **3.1 Sample Criteria**

The sample in this study was 104 officers who worked in health services and support at BBKPM Makassar as one of the Technical Implementers of the Ministry of Health of the Republic of Indonesia in the South Sulawesi regions. Respondents based on age dominated age between 29-35 years as many as 52 people (50.0%), between 22-28 years as 35 people (33.7%). The remaining age of  $\geq 36$  years, as many as 17 people (16.3%). Based on gender, it is dominated by women, as many as 76 people (73.1%), while men, 28 people (26.9%). Based on the length of work, the largest respondents in this study were 1 to 3 years with 32 respondents (30.8%), followed by respondents who worked for 4 to 6 years with 27 respondents. (26.0%) and respondents who worked for  $> 12$  years with as many as six people (5.8%). The marital status of the largest respondents in this study is married status, with 55 respondents (52.9%), while the rest with unmarried status is as many as 49 people (47.1%). The last level of education dominated the final D3 education of 43 respondents (41.3%), followed by respondents who graduated from S1 and 38 people (36.5%).

#### **3.2 Measurement**

Quantitative research is the type of research that researchers use, where data obtained from samples in the research population will be analyzed using statistical methods, which are then interpreted. The cross-Sectional approach is used to test certain theories by examining the influences between variables. The analysis tool used is SPSS version 16.0. The population in this study is all officers, both civil servants (PNS) and Public Service Agency (BLU) employees who work in service and support. Health BBKPM Makassar. Samples were taken by distributing questionnaires to units or rooms with a structure n structure. The completed questionnaire will be taken and then given the respondent's number. I the Returned questionnaire and completed 104 questionnaires.

Data analysis is an effort to process data into information, so it is easy to understand the nature and characteristics of the data and useful to answer problems related to research activities. The purpose of data analysis is to describe the data and as a material to draw conclusions about the characteristics of a population-based on the sample of data obtained (statistics). Research data analysis techniques are divulged into two, namely inferential data analysis techniques and descriptive data analysis techniques. The use of path analysts or path analysis to obtain information about causal relationships intends to explain the direct and indirect consequences of variables as a causative variable against other consequential variables. Path analysis is a technique that analyzes a causal relationship that occurs in multiple aggressions if the variable freely affects the variable, depending not only directly but also indirectly (Karim et al., 2021; Ritonga et al., 2022).

This technique is also known as cause-and-effect modeling. It is said that the causal model, due to the analysis of the path of this model, can do a theoretical proposition on how the cause-and-effect relationship is related without manipulating variables or giving special treatment (treatment) to certain variables when measuring. The assumption based on a model like this is that some variables have a close relationship. This research has a research design used, namely Survey Research. The type of research used in this research is quantitative research. Researchers use path analysis methods or path analysis because researchers want to know the cause and effect in RSU Bahagia Makassar.

### **4. Results and Discussion**

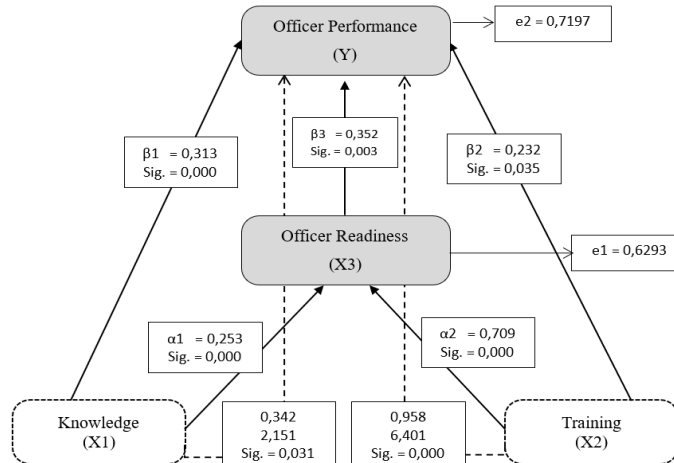


Figure 1. Path analysis

The regression value coefficient ( $\alpha_1$ ) shows that Knowledge (X1) has a positive effect on the readiness of officers (X3) by 0.253 (Figure 1); that is, if Knowledge (X1) increases by 1 point, then the readiness of officers (X3) of the Makassar Public Lung Health Center increases by 0.253 points. The significance level is 0.000, which is significant because it is smaller than 0.05.

The alpha regression coefficient ( $\alpha_2$ ) showed that training positively affected officer readiness by 0.709. Each increase in training increased by 1 point, and the preparedness of officers (X3) of the Makassar Public Lung Health Center increased by 0.709. The significance level of 0.000 is interpreted as significant because it is smaller than 0.05.

Nilai of regression beta ( $\beta_1$ ) shows that the knowledge variable (X1) has a positive influence on the performance of officers (Y) by 0.313; that is, if Knowledge (X1) increases by 1 point, then the performance of officers (Y) of the Makassar Public Lung Health Center increases by 0.313 points. The significance level is 0.000, interpreted as significant because it is smaller than 0.05.

Based on Figure 1 above, the beta regression coefficient value ( $\beta_2$ ) shows that the training variable has a positive effect on officers' performance by 0.232. Each increase in training increased by 1 point, and the performance of officers (Y) of the Makassar Public Lung Health Center increased by 0.232. The significance level of 0.035 is interpreted as significant because it is smaller than 0.05.

Based on Figure 1 above, it was obtained that the beta regression coefficient value ( $\beta_3$ ) shows that the readiness variable has a positive influence on the performance of officers 0.352. Each increase in readiness increased by 1 point, and the performance of officers (Y) of the Makassar Public Lung Health Center increased by 0.352. The significance level of 0.003 is interpreted as significant because it is smaller than 0.05.

The direct influence of knowledge on officer readiness is 25.30% ( $0.253 \times 100$ ). At the same time, the amount of indirect influence of knowledge on officer performance through officer readiness is  $(0.253 \times 0.352) = 0.089$  (8.90%). Thus, the total amount of influence can be determined as 0.342 (34.2%).

The amount of direct influence is 70.90% ( $0.709 \times 100$ ). Then the indirect influence of training on officer performance through officer readiness amounted to  $(0.709 \times 0.352) = 0.249$  (24.9%), so the total influence of training on officer performance through officer readiness is 0.958 (95.80%).

## 5. Conclusion

Based on the results of analysis and discussions, the knowledge possessed by officers working at the Makassar Public Lung Health Center with various backgrounds both in terms of age, education, occupation, sources of information, and experience is not the same can be done. Demonstrate the ability and readiness of officers to impact the performance

of officers in fire management efforts. Then the findings of this study show that the training carried out by officers will improve the readiness and performance of officers in fire management efforts. Then the results of mediation tests that have been carried out, officers' readiness can mediate the influence of knowledge and training on officers' performance at the Makassar Community Lung Health Center. It can be said that the knowledge and training possessed will be able to improve the readiness of officers so that it can have an impact on improving the performance of officers in fire management efforts.

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