



THE EFFECTIVENESS OF THE PROTOCOL OF THE HEAD OF THE REGIONAL SECRETARIAT OF BENGKULU PROVINCE

(Study Of The Main Duties And Functions Of The Protocol In Accordance With Governor Regulation No.1 Of 2020 Concerning The Position, Organizational Structure, Duties And Functions And Work Procedures Of The Bengkulu Provincial Regional Secretariat)

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ARTICLE INFORMATION

Received: 15 January 2023

Revised: 21 January 2023

Accepted: 26 January 2023

Available online: 31 January 2023

KEYWORDS

Effectiveness, Protocol, Tasks and Functions

CORRESPONDENCE

Master of Public Administration

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Doi: <https://doi.org/10.31186/IJPPA>

ABSTRACT

Effectiveness is generally a measure for the successful achievement of a task or goal according to the previous plan. The protocol of the Regional Secretariat in order to carry out its Duties and Functions to serve the existing Leadership must work effectively. In carrying out its Duties and Functions, the Protocol section must adhere to Governor Regulation No.1 of 2020. In its implementation, this Protocol has many tasks in the Field in serving the Leadership, this Protocol starts from the preparation of the agenda for the activities of the Leaders to the evaluation of these activities. This study aims to determine how effective the performance of Protocol activities in the Regional Secretariat of Bengkulu Province. In this study the author used the Descriptive Qualitative research method.

Available at : <https://ejournal.unib.ac.id/index.php/ispaj/index>



INTRODUCTION

The implementation of the Indonesian Government is always directed to achieve the National Interest and to realize the National Goals, namely protecting the entire Indonesian nation and all Indonesian bloodshed, advancing general welfare, educating the nation's life, and participating in implementing world order. The general functions of Government in general are Service, Development, and Empowerment.

The rules that apply in regulating the implementation of technical protocols are regulated in Government Regulation Number 39 of 2018 concerning the Implementation of Law Number 9 of 2010 concerning Protocol. In the regulation regulates various technical implementation of protocols ranging from venue arrangements, ceremonial procedures, respect procedures, protocol arrangements for State guests, government guests and guests of foreign State institutions, as well as arrangements for visits and banquets, it is clear that the protocol is tasked with regulating every implementation of events both officially and unofficially attended directly by every leader of government agencies while still paying attention to applicable principles in every protocol implementation.

The main purpose of the role of protocols in an official event is for the event to run in an orderly, solemn, neat, smooth, and orderly manner and pay attention to applicable provisions and customs, both nationally and internationally. Regarding the implementation of protocols at the regional level, the protocol function in the Bengkulu Provincial Government is placed as the main task and function of the Protocol and Communication Section of the Leadership, which is under the

scope of the Regional Secretariat of Bengkulu Province. This is regulated based on Bengkulu Governor Regulation Number 1 of 2020 concerning the Position, Organizational Structure, Duties and Functions and Work Procedures of the Regional Secretariat of Bengkulu Province.

As a guideline in carrying out its Duties and Functions, the Protocol section starts from the preparation of the leader's work plan to the level of work evaluation. In connection with that, the author feels interested in conducting research on the Effectiveness of the Protocol of the Head of the Regional Secretariat of the Bengkulu Provincial Government.

The focus of research in this study is seen from the Effectiveness of the Protocol of the Head of the Regional Secretariat of Bengkulu Province which is applied is: **Productivity, Efficiency, Satisfaction, Adaptation and Development.**

Research Aspects

Research Focus	ASPECTS RESEARCH	BENCHMARKS
THE EFFECTIVENESS OF THE PROTOCOL OF THE HEAD OF THE REGIONAL SECRETARIAT OF BENGKULU PROVINCE	1. Productivity which states how well resources are organized and utilized to achieve optimal results.	a. ability to carry out the duties of the leader's protocol; b. quality of output and program achievement in accordance with protocol principles
	2. Efficiency implementation of tasks in order to develop energy and mind in order to realize organizational goals	a. Human resources in the implementation of duties b. Time required in carrying out tasks
	3. Satisfaction Work results from	a. Benefits received by leaders and staff



	employees' perceptions of how well their work provides useful and important things to others.	b. Services provided by Protocol staff to Leaders
	4. Work Adaptation is an adjustment to environmental situations, systems, colleagues, and work superiors.	a. Protocol agency response to internal changes (replacement of leaders and staff) b. Protocol agencies' responses to external changes
	5. Development of increased individual work abilities achieved in order to achieve something desired	a. Training provided to protocol officers b. Flight hours and Experience of Protocol staff in the field

Source : processed by the author in 2023

MATERIALS AND METHODS

In this study, researchers used the Qualitative descriptive research methods are used for discussion and decomposition of research data using theories and then finding ways to solve them (Arikunto, 2006). The descriptive method is a method of examining the status of a group of people, an object, a set of conditions, a system of thought, or a class of events in the present. The purpose of descriptive research is to make a systematic, factual and accurate description, picture or painting of the facts, properties and relationships between the phenomena investigated. Descriptive research seeks to describe the Effectiveness of the Protocol of the Head of the Regional Secretariat of Bengkulu Province.

Descriptive Design aims to describe the nature or characteristics of a particular

phenomenon. In using this design, do not make conclusions too far on the existing data because the purpose of this design is only to collect facts and describe them thoroughly and thoroughly in accordance with the problem to be solved (Hasan, 2002).

The focus of research in this study is seen from the Effectiveness of the Protocol of the Head of the Regional Secretariat of Bengkulu Province which is applied are: **Production, Efficiency, Satisfaction, Adaptation and Development.**

The location of this research was carried out in the Protocol Section of the Regional Secretariat of the Bengkulu Provincial Government. The choice of location is based on consideration of methodological reasons and practical reasons.

RESULTS AND DISCUSSION

Based on interviews, observations, and documentation, the effectiveness of the protocol of the Regional Secretariat of Bengkulu Province if adjusted to the Gibson Theory Gibson, Invancevich and Donnelly (2012).

1. Productivity, stating how well resources are organized and utilized to achieve optimal results.

Productivity is a benchmark to find out how the Apparatus Resources in this section of the Protocol have achieved the specified goals or have not done work. Especially it has an impact on the smooth running of the Leader from scheduling to activities taking place and conducting evaluations. In every implementation of protocol activities in the field must have a good output. Each protocol staff must work well according to



the program to be achieved and in accordance with the working principles of the Protocol with the guidelines of Government Regulation Number 39 of 2018 concerning the Implementation of Law Number 9 of 2010 concerning Protocol and Governor Regulation No. 1 of 2020. The lack of socialization and training followed by protocol staff, especially those who have just entered, is also an obstacle to every work done by protocol staff. In every task at a big event, there are other obstacles such as friction with protocols from other agencies because they want to be specialized. But this is just an argument and is very understandable in Protocol. A lot of budget is used for the operation of protocol staff to carry out tasks in the field directly, and to make this socialization event requires a budget also to invite resource persons from the Ministry.

2. Efficiency, task implementation in order to develop energy and mind in order to realize organizational goals.

Although the content of the policy has been communicated clearly and consistently, if the implementor lacks the resources to implement, then implementation will not be effective. These resources can be in the form of Human Resources and Facility Resources which in this case are office facilities and infrastructure. For the problem of the lack of ASNs in this Protocol Section, it is indeed an obstacle that exists now. This high mobility of leadership activities sometimes makes protocol staff empty in their workspace and double work, in addition to carrying out the work of facilitating leaders in the field they also have to complete the existing SPJ.

3. Satisfaction, employees' perception of how well their work provides useful and important things to others.

Leadership satisfaction is the main thing in the work of the Protocol, a job that is ready to accompany and facilitate every work of the Head of the Regional Secretariat of Bengkulu Province. It is hoped that by working in accordance with the existing regulations, all leaders both in the Regional Secretariat of Bengkulu Province and Vertical Agencies feel happy and well facilitated. If done correctly, everything must provide good benefits. And Protocol Staff has provided the best service for leaders or other Vertical Agencies. This is able to provide benefits for all circles, both staff in the Internal Regional Secretariat, Protocols from Vertical Agencies and also the Community.

4. Adaptation, adjustment to environmental situations, systems, co-workers, and work superiors.

Adaptation in the workplace as a set of skills that includes a person's ability to adjust to changes in the work environment. Being able to adapt means being able to respond quickly to change and being responsible for work. The Protocol section must be able to adapt immediately and be able to all changes. By establishing good communication and creative thinking, all these changes can be quickly overcome.

5. Development, improvement of individual work abilities achieved in order to achieve something desired.

Human resource development in the Protocol Section is an effort to improve the



ability of staff in the work environment to deal with various assignments given. Providing learning opportunities, making training programs and evaluating programs that have been carried out to develop the ability of employees in an organization. The development of human resources in the Protocol Section has not been optimal. It can be seen that there are still many protocol staff who have not attended training/training at both the provincial level and also at the Ministry/Institution level.

CONCLUSION

From the results of research conducted by researchers for a month at the General Bureau of the Setda Protocol Section of Bengkulu Province, the effectiveness of the Bengkulu Province Setda Protocol has not been too optimal. Judging from the results of the researcher's interviews with several informants. With the approach of Gibson, Invancevich and Donnelly (2012) Theory, namely Productivity, efficiency, satisfaction, adaptation and development. There is still much to improve to deal with some of the inhibiting factors. Such as providing many civil servants in Protocol staff, conducting protocol training/training, increasing double cabin operational vehicles and participating in protocol training/training at other Ministries/Institutions. This is to provide knowledge and experience to all protocol staff. The researcher gives the following advice:

- a. Increase the number of civil servants in the Protocol section, this is done for the regeneration of Protocol staff. And prepare if at any time the protocol staff who have THL status is dismissed.
- b. Involve protocol staff in protocol training activities either organized by Ministerial Institutions or the Provincial Government so that understanding of protocol rules can be applied in protocol activities in the Protocol and Communication Section of the Head of the Regional Secretariat of Bengkulu Province.
- c. Conduct a comparative study with the Protocol of the Ministry of Home Affairs related to improving the quality of protocol human resources and improving the quality of the protocol organization in the Protocol and Communication Section of the Head of the Regional Secretariat of Bengkulu Province.
- d. The next effort made by the Protocol and Communication Section of the Leadership in the 2024 Work Plan is to carry out protocol training within the scope of the Bengkulu Provincial Government with outputs in order to create qualified protocol members and work based on existing protection rules.
- e. The next effort of the Protocol Section is to overcome obstacles in terms of official vehicles, namely by proposing the procurement of additional double cabin official vehicles for protocol staff for mentoring activities of the Head of the Bengkulu Provincial Setda can be realized in order to achieve the continuity of protocol tasks in the Protocol and Communication Section of the Head of the Regional Secretariat of Bengkulu Province.



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