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Officials Perception on Regional Performance Support Policy (TKD) Rukiah Nggilu, Juanda Nawawi, Yulianto Kadji and Suradi Tahmir Department of Public Administration, Universitas Negeri Makassar, Bonto Langkasa Kampus Gunung Sari Baru, Makassar, Indonesia Abstract: Perception is the key to understand the concept of supporting the policy of implementing the performance support (TKD).

This study aims to identify and analyze the perception of officials on policy of implementing the performance support as defined in the Act No. 32 of 2004 which aims to improve the quality of public services which include the implementation of product/regulations, the attitude of the officials and the responsibility of authorities with the involvement of Gorontalo officials of regional work units (SKPD) and the technical finance services agency unit are scattered in districts and cities in Gorontalo consists of structural officials, namely echelon 2 (head), echelon 3 (head), echelon 4 (head of section) and staff.

The method used is descriptive qualitative method. Data were obtained through interview, observation and documentation so that the result based on interviews show that the understanding of the covers the implementation of product/regulations as a basis of performance support policy, the availability of budget, the implementation of mechanism performance support policy on the other hand, the attitude of authorities show the action

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officials to support the policy of regional performance supports, the satisfaction of their personnel performance support policy.

Compliance of working hours in accordance with this regulation and responsibility where responsibility is a hallmark of civilized man in carrying out activities include commitment of forces on the work settlement and the function work independently and willingness to engage in activities in relation to government. Key words: Perception performance supports policy, the understanding of the officials, the attitude of officials, responsibility, relation to government INTRODUCTION Official perception which embodies the policy implementing the performance support in Gorontalo provincial government is a government effort to motivate their performance and rm. prove the incomes of the Civil Service as well as candidates For civil servants in the provincial government of Gorontalo to be optimized.

Since, the enactment of policies put in place, regional performance supports must not be separated from the legal basis concerning the provision of performance support policy that each year is set by the governor regulations, so the success of these policies may be optimized. According to Leo (2008), the implementation of the policy is a complex process even less politically charged with the intervention of various interests whether committed by individuals, groups, governments or private directed at achieving goals.

As a reflection of the successful implementation of the policy can not be separated from a process conducted by stages, monitoring, assessment of what has been implemented by administrative units to mobilize funds and resources available (Keban, 2008), looks at the perception of decision-making is an important element in this life because often the decisions are often different.

On the other hand, states that the successful implementation of the policy or program based on the perspective of the process, the government program successful if its implementation in accordance with the instructions and implementing provisions were made by the makers of programs that include procedures for implementation procedures, implementing agencies, target

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groups and supports program.

The effectiveness and sustainability of regional performance supports Gorontalo government can be optimized of course, supported by the **implementation of the policy** through a perceptual officials because the sense of officials according to the experts **is something that is** meant to organize a work to be done by many people on a regular basis which aims to achieve administrative tasks by way of **coordinating the work of** many people regularly/systematic.

Based on observations and supported by some of the information that the perception officials is appropriate to be implemented on the performance support policy for the Corresponding Author: Rukiah Nggilu, Department of Public Administration, Universitas Negeri Makassar, Jln. Bonto Langkasa Kampus Gunung Sari Baru, Makassar, Indonesia 2158 Fig.

1: Difference in perception between the individual and others agency for regional financial gorontalo are still confronted with the phenomenon in which the leaders and staff have not realized what the consequences to the improvement of regional performance supports that aim to improve officials work, this can be seen at implementation of rules/regulations related to the **implementation of the policy of** regional performance supports, **the availability of budget** and the implementation mechanism of regional performance supports.

The process of perception can also occur **in the form of** a contribution to a behavior, events or where the inference of the causes of an event that has a very important impact on the attitudes and behavior of people due to their good relationship with your boss so it will **improve the performance of** each officials. **Perception is the process of giving meaning to** its environment by an individual that is different from objective reality, it is also reinforced by.

That **perception is a process** taken by individuals to organize and interpret sensory impressions **to give meaning to the** environment, the definition is in line with John says the mechanism through roomates which people receive,

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organize and interpret information from their environment Badeni (2013). According to Anwar (2005) perception is defined as a process of selecting sum.

ulus and a process of giving meaning or significance of an object existing in the environment by influencing. The literature described above then the perception officials is a process of giving meaning or understanding of the officials to in. form and objects that come from the environment both within the organization and outside the organization so that the perception of officials at fin.

ance agency gorontalo related to implementation of the policy is determined by three indicators which include understanding of the officials, the attitude of officials and the responsibility of the authorities. Giving meaning to the perception of an object that is affecting the environment in a manner as in. Fig. 1. Figure 1 shows the difference in perception between the individual and others can result in differences meaning of the object environmental organization.

Therefore, the leadership of the organization should seek to make the perception of each individual in the organization so that the meaning of equality in the organization's goals thus led to more easily move in. dividual as subordinate to the achievement of organizational goals (Anwar, 2005). Walgito state that the perception is the process of organizing with the interpretation of the stimulus received by the organism or individual to be a good thing and a difference in activity in. tegrated within other in. dividuals.

Whereas in Indonesia Wikipedia mentioned that perception is the process of understanding the meaning of information or the provision of the stimulus itself is processed by sense to the object. Similarly, according to perception is a process by which individuals organize and interpret their sensory impressions to give meaning to their. environment.

Redefining an understanding based on the Dictionary of Indonesian is something to be understood correctly in line with the above opinion states

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that an understanding can be translated into 3 namely; translation, interpretation, the ability to translate a greater extent than the ability to create and use the main idea. The attitude officials according to Mitchell attitude is "attitude could be seen as a predisposition to respond in a favorable or unfavorable way to objects, person, concepts or whatever (attitude can be seen as a predisposition to react in a fun way)".

According to Winkel and Mukhtar the understanding is the ability to grasp the meaning and significance of the materials studied are expressed by describing the contents of the subject of a reading or changing data presented in some form to another form. Fig. 2: Obtained models referred perception While Benjamin S. Bloom says that understanding (comprehension) is the ability to understand or comprehend something after something that is known and remembered.

As a reflection of the successful implementation of the policy can not be separated from a process conducted by stages, monitoring, assessment of what has been implemented by administrative units to mobilize funds and resources available (Keban, 2008). It shows that perception of decision-making is an important element in this life because the decisions are often different.

Making understanding based on Indonesian Dictionary is something to be understood correctly in line with the above opinion, Suke Silversius) states that an understanding can be translated into 3 namely; translation, interpretation, the ability to translate a greater extent than the ability to create and use the main idea. The attitude officials according to Mitchell attitude is "attitude could be seen as a predisposition to respond in a favorable or unfavorable way to objects, person, concepts or whatever (attitude can be seen as a predisposition to react in a fun way).

Surjadi (2009) states the responsibility is a clear authority and responsibility in the implementation and completion of service and can be regarded as a relationship between the parties that controlled by the manager of an entity and formally. Responsibilities according to the KBBI is where man's

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consciousness of behavior or actions are intentional or unintentional or responsibility can be said to act as one of the act manifestations.

Based on the theories that have been described, if it is linked to the results of research on the perception of the policy officials of the performance supports, the implementation of policies can be measured in doing a public policy and it will be sustainable. From the research, the obtained models referred perception that can be described as follows (Fig. 2).

MATERIALS AND METHODS This research was conducted in the area of local government in Gorontalo especially in the area of finance agency in Gorontalo, the type of study used in the study was a qualitative type with the aim to identify and analyze the perception officials of policy implementation performance supports. This research approach is built as an understanding of the wide range of complexity theory be done by category and level of understanding of qualitative include understanding the descriptive, deep interpretative and development of the theory itself.

Descriptive research according to Harbani (2012) is a research that describes what is happening in conducting the research in an effort to record, analyze and interpret the conditions that occur now. This study does not intend to step generalize and evaluate the theory but the level did develop and design the ideal model of some theoretical approaches which further sparked an understanding and a new perspective or new concepts that are relevant in establishing a development framework grounded theory that is used to perform interaction in a sustainable mariner supported by empirical data. Source of research data obtained from in.

interviews with stakeholders while secondary data obtained from documents such as government regulations, governor regulations, laws on financial management, the structure of the budget, PERDA, RENJA SKPD, RENSTRA, RPEVID while the informant made up of officials structural Echelon 2, 3, 4 and most of the staff obtained by direct observation in the study site at **the Provincial Government of Gorontalo** where the research model by conducting in depth interviews through a confirmation process and a willingness to meet.

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While supporting the validity of data obtained through research by providing tools to record and record the results of the in.

interview respondents and observations by using visualization images, video for direct recording officials activity at the study site. The focus of the research was limited to a description of research focus as follows. First: The perception officials of policy implementing the performance support to consider indicators that will be measured in the presence of understanding officials, the availability of budget the mechanism of their implementation performance support.

Second: Attitude is the crucial factor that includes: the action officials who support the policy of regional performance supports their satisfaction on the performance supports officers and their adherence to working hours. Third: The responsibility is the hallmark of civilized man that is a relationship between the parties that control by the manager of an entity that formally have the right and the power to act on the results of efforts in carrying out the activities and its responsibility to the organization to look at commitment to the completion of the task forces and function, work independently and willingness to involve themselves in the work to achieve organizational goals.

RESULTS AND DISCUSSION Based on the findings related to the formulation of research on the perception of officials of the regional performance supports that aim to motivate personnel to improve the performance of the environment of the provincial government of Gorontalo in particular the Agency for Regional Financial Gorontalo Province as a follow up of the implementation of these policies must be considered based on the implementation regulations of the Governor of Law No.

32 of 2014 which aims to improve the quality of public services which includes three the following indicators understanding the officials, the attitude of officials and the responsibility of officials from 3 indicators referred based on interviews indicate that the understanding of the covers, the implementation of product/regulations as a basis for performance support policy, the availability of budget, the mechanism of implementation of policies

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regional performance supports, **on the other hand** the attitude of authorities show: measures to support the policy officials performance support, the satisfaction of their personnel policy performance support, **compliance of working hours in accordance with this regulation and responsibility where responsibility is a hallmark of civilized man in carrying out activities** include; **commitment of forces on the settlement work and function, work independently and willingness to engage in activities** related to governance.

To **ensure that the results** are **in accordance with the** standards that are necessary in the various mechanisms within the organization. **An understanding of the** procedures, systems, documents and objectives consistent with the scope of the impact on consequences of performance support payments that should **be accepted by the** authorities.

From the research and discussion above, the perception towards the understanding of officials, linked with the theory according to Badeni (2013) states that a work to be done a certain way in order **to ensure that the results** are **in accordance with the** standards required, amongst mechanisms of organizational environment so understanding the regulatory authorities that govern regional performance supports basically the existing officials in the local Finance Board has understood about the existence of such a policy.

According to PLIP Kotler, state that **perception is a process** for how people select, organize **and interpret information inputs to create** an overall picture which means **that the perception is defined as a** process of categorization and interpretation that is the selection, perception contained in Indonesian Dictionary, stated that the immediate response of a process someone knows some thin. gs through stimulus or process to translate that into the human sensory organs.

According to Asrori, perception is "an individual process within interpret, organize and **give meaning to the** stimulus coming from an environment where individuals live which is the result of a process of learning and experience". In terms of the perception that there are two important elements of the interpretation and organization. Interpretation is **an understanding of**

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the individual efforts of the information obtained.

While the organization manage the process certain information in order to get the meaning. According to Slameto, perception is a process related to the entry of a message or information to the human brain, through human perception in constant contact with the environment.

This relationship is done through the senses, the senses of vision work (work setting) and social environment (social setting) so the situation can affect the perception of each object. Officials perception based on the observation of policy of regional performance supports demonstrated, supported by the available budget, it looks at the financial policy of the regional government of Gorontalo where the availability of the budget comes from the local government budget (APBD) in fact, one of the policy instruments that are used as tools to improve public services and the welfare of people in the area, therefore the local Government and regional Representatives Council of Gorontalo seeks the real and structured to generate the local budget to reflect the needs of real people in accordance potential of the region as well as meet the demands of the achievement of the regional budget-oriented the interests and public accountability.

From the description it is clear that a compensation form could be "financial" or "nonfinancial" in essence is a form of appreciation for the services of someone in the organization concerned, thus understanding the compensation is setting the overall provision of remuneration for "employers" or "employees" either directly in the form of money financial or indirect pecuniary nonfinancial.

The statement, if it is associated with the perception implementation policy performance not only supported by the knowledge and the availability of budget but also employees of the officials in its assessment is not based on the provisions in force so the fellow officers performers feel less satisfied with the judgment because the policy of regional performance supports only considered as an additional income other than the salary received by each officials.

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If seen that assessment at the regional finance agency, there are still jealousy against granting the value of performance supports of the area which is due to the assessment that is only done based on proximity not based assessment mechanism. Based on the above, it is clear that the understanding of the mechanisms of performance assessment is a critical area of influence in research work in result, the regional government of Gorontalo continue to socialize, guide and evaluate each officials.

If you browse through the provision of travel performance support in Gorontalo government environments then we can see the quantity of supports performance in five year as stipulated in the budget revenue and expenditure in Gorontalo Rp. 35,224,823,128 which is expected to have a broader impact on the tasks and roles undertaken by local government officials in Gorontalo.

As a follow up of the utilization of the budget has been paid to officers interval of 2007-2011 based on data sources mentioned above, the performance support payments still refer to the governor regulations, guidelines and mechanisms that have been established as well as the capability of the available budget. Successful implementation of the policy of regional performance supports can not be separated from the ability of a leader to influence subordinates in carrying out the work and give confidence in the ability of being owned by the authorities because every officials expect the attention from every boss.

Perception officials is certainly supported by the responsibilities as described by earlier theories that the responsibility of an officer certainly must prove loyal to the tasks entrusted to each officials such as chapter one of the technical services unit financial entities in Gorontalo where at one unit of service is a public service associated with the service tax revenues two vehicle-wheeled or four because the proceeds of the tax are a source of local revenue that would menggarkan one performance support policy.

Public service implemented by service units spread across the district and the

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city of the responsibilities of each officer is required integrity where units of the service relating to the admission of financial and to minimize the things that are not desirable, it is one of the innovation of Gorontalo finance agency in conducting tax revenues have been using IT.

CONCLUSION Perception officials on policy implementing the performance supporton regional financial Gorontalo which in terms of aspects; first, cemetery officials where the understanding of officials with regard to their products, regulatory policies such as laws, government regulations according to the scope on consequently the performance support payments **the availability of budget, the** existence of a mechanism on the implementation of regional performance supports.

Second, the attitude the factors that determine the behavior because the attitude is the tendency to act against something for objects that have the influence to face the challenges of a person against another person who can be seen in the action officials to support policy performance supports their satisfaction on theperformance supports officers their adherence to working hours.

Third, responsibility is the **hallmark of civilized man** that is a **relationship between the parties that control** by the manager of an entity that formally have the right and the power to act on the results of efforts **in carrying out activities** and activities that are the responsibility of the organization, it looks on commitment to the completion of the task forces and functions work independently, willingness to involve themselves in the work to achieve organizational goals.

IMPLICATIONS The results of this research has implications for the development of the **science of public administration**, where the science of public administration as an administrative activities related to **implementation of the policy in line with the** opinion of Chandler da Plano, the public administration is a process where public and personal resources are organized and coordinated to be formulated, implemented, managed by the decision-making in public policy.

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Based on the description above, it can be formulated that. Reorientation of public policy performance support: Public policy with regard to regional performance supports, more oriented to officials action that payment of regional performance supports not just accept the right but it was all in return that the officials has obligations as a public servant as a service of public interest.

If so, then the orientation of public policy will be more focused significantly and impact on **improving the quality of public** services, the policy of regional performance supports **they deserve to be** maintained even proceed responsibly. Reinforce the performance support policy direction: Dimensional performance of the officials requires every effort **to improve the quality of** performance of the officials **in carrying out the** task of stewardship of public administration, social and buildings.

For that conditions, the policy environment of government performance support in Gorontalo need affirmation and policy management that can be oriented to: Policies that indirectly lead to the goal but provide a basis to achieve quality improvement officials performance **on an ongoing basis** The policy directed at access capacity building through training of personnel and other technical *bimbingan* more add weight to the potential of becoming a real competency Reinforce strategic performance support policy in realizing the regional development program: In certain strategic performance support policy needs to be oriented towards the implementation of four basic principles as follows; participatory that the implementation process of preparation and planning development strategies straight made democratically by involving all stakeholders including the government, private sector and communities including the officials itself, so that the officials is not always placed as a sub-ordination of leadership in an organization of district working unit.

Transparency, preparation and planning strategy for improving the performance of the officials including performance measurements necessary openness and transparency that can be accounted for. Accountability that the

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policy strategy of regional performance supports in terms of implementation must be precise goals and objectives on time and implemented correctly and accountable.

A co-support, the end process of performance support policy strategy can provide public services and regional development in general as a contribution to achieve national development goals.

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