



THE ASSISTENCE AND PERFORMANCE EVALUATION OF THE WORKFORCE FACILITATOR PROGRAM OF INHABITABLE HOUSING IN TANGERANG DISTRICT

Sarjono Puro¹, Kiki Maria², Edison H. Manurung³, Pio Ranap Tua Naibaho⁴, Yuwono Imanto⁵

^{1,2}Faculty of Engineering, Universitas Bung Karno Jakarta, Indonesia

³Faculty of Engineering, Universitas Mpu Tantular Jakarta, Indonesia

⁴Faculty of Engineering, Universitas Tama Jagakarsa, Indonesia

⁵Binus Business School Master Program, Universitas Bina Nusantara, Indonesia

Email: purosipit@yahoo.co.id¹, kimarch99@gmail.com², edisonmanurung2010@yahoo.com³, piorthnaibaho@gmail.com⁴, yuwono.imanto@gmail.com⁵

Abstract

The Tangerang Regency Housing, Settlement and Cemetery Service (DPPP) supports regional performance achievements in improving environmental management for sustainable development, especially in the residential infrastructure sector. The 2024 RTLH Program, still the Tangerang Regency's Leading Program in the Sub-districts, aims to help people living in houses whose conditions do not meet health and safety standards. The impact of RTLH on residents/recipients of assistance includes social and economic effects. The role of all parties is vital, and the community's increased participation in the successful development that has been implemented can be felt by the community in developing Tangerang Regency. One of the roles in the success of the RTLH program in Tangerang Regency is the Field Facilitator (TFL), who collaborates with experts, both technical and empowerment, and the RTLH Community Forum (Formas) to improve RTLH development. TFL assistance and evaluation are for DPPP recommendations on TFL performance. The method of implementing evaluation activities uses several techniques, namely observation, interviews, discussions, written tests and documentation. From the evaluation results carried out by experts and representatives of the Tangerang Regency DPPP, it was found that 4 (four) TFL workers out of 23 TFLs were absent and received the lowest score. TFLs who are absent are deemed not to have committed to carrying out the duties and responsibilities that have been determined and agreed upon.

Keywords: RTLH, settlements, community, TFL

INTRODUCTION

The Tangerang Regency Housing, Settlement and Cemetery Service (DPPP) supports the achievement of regional performance in improving environmental management for sustainable development, especially in the settlement infrastructure sector. The development of RTLH in the Gebrak Pakumis Program (PGP) in 2023 has reached the target spread across 23 Districts. In improving the programs and activities of previous years, the Tangerang Regency DPPP in 2024 carried out RTLH program activities in 775 units spread across 23 Districts and an additional 50 units spread across 11 Districts. The 2024 RTLH Program, still the Tangerang Regency's Leading Program in Districts (Figure 1), aims to help people living in houses whose conditions do not meet health and safety standards (Figure 2). The primary focus of this program is to repair homes that are damaged or unfit for habitation, which can impact the health and well-being of the people living in them. It also addresses houses whose physical and mental aspects do not meet the necessary standards. The RTLH criteria include the following: insufficient sanitation, inadequate ventilation and lighting, unsafe building structures, and locations that are prone to disasters. For a house to serve as a good place to live, it must meet specific physical requirements. These include being a safe place to take shelter and comforting the people there.

RTLH Program Objectives:

1. Improving Housing Quality: Ensuring every home has adequate basic facilities such as a leak-free roof, safe floors, good ventilation, and proper sanitation.
2. Improving Social Welfare: Providing comfort and health for people living in uninhabitable houses.
3. Reducing Poverty: Reducing the burden of living costs for low-income families living in severely damaged homes.
4. Encouraging Equitable Development: Reducing the gap between urban and rural areas regarding housing conditions.



Figure 1 Sub-districts in Tangerang Regency

The social and economic impacts of RLTH on residents/beneficiaries are discussed in Sutikno et al. (2023) and Ismasudayanti et al. (2024). Residents are affected by RTLH in both direct and indirect ways, whether through physical or non-physical means. The inability of RTLH residents to protect themselves from heat and rain, as well as construction hazards, has resulted in a health problem and the threat of disaster. Additionally, the non-physical impact is that of prolonged anxiety.

Economy: Because they are less productive, the income of RTLH residents is relatively small, both to improve the quality of life of the community, especially those living in areas with poor housing infrastructure (Cherian, & Jacob, 2013).



Figure 2. Several Conditions of RTLH Tangerang Regency 2024

The role of all parties is vital, and the community's increased participation in the successful development that has been implemented can be felt by the community in developing Tangerang Regency. One of the roles in the success of the RTLH program in Tangerang Regency is the Field Facilitator (TFL) who collaborates with experts both technically and empowerment, as well as the RTLH Community Forum (Formas) in improving the development of RTLH in Tangerang Regency.

The field facilitator team (TFL) implements the RTLH program during the Uninhabitable House (RTLH) activity. TFL is also responsible for assessing the RTLH program in its entirety. The TFL RTLH is accountable for the following tasks: empowering the community, conducting socialization, providing community assistance, conducting program evaluations, helping to prepare plans, and assisting in implementing construction (Lunenburg, 2011). Every Field Facilitator (TFL) who works for the Uninhabitable House (RTLH) program must perform their duties and responsibilities correctly.

If the entire TFL team maximizes their role, they can complete the RTLH program according to target. At a minimum, they can assist the recipient community in being self-sufficient in groups, maximizing the construction of habitable houses. This TFL assistance and evaluation is essential to determine the extent of the TFL's role (Agustin & Supriyadi. 2017) in improving TFL performance and providing recommendations to the DPPP in determining the TFL program for the following year.

IMPLEMENTATION METHOD

Several techniques can be used to implement evaluation activities, including observation, interviews, discussions, written tests, and documentation. Figure 2 shows the stages of the TFL.

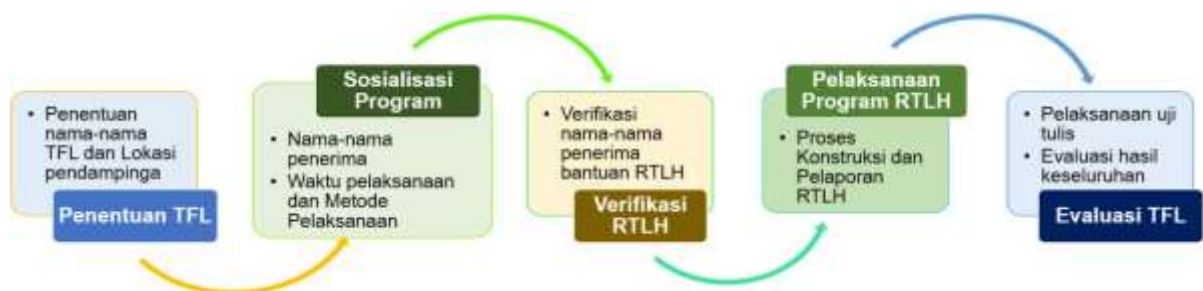


Figure 3 Stages of TFL Activities

ACTIVITY RESULTS AND DISCUSSION

Determination of TFL Names

General Requirements for Field Facilitators

1. Maximum age of 50 years at the time of applying, whether experienced or not experienced.
2. Able to operate a computer, at least Ms. Word, Ms. Excel, and access the internet;
3. Have good verbal communication skills;
4. Have the ability and experience to facilitate in the field of community empowerment

5. Originating or domiciled in the target district/city of the program (preferred);
6. Behaving well, proven by a Police Record Certificate (SKCK)
7. Physically and mentally healthy (proven by a Health Certificate from a Doctor);
8. Willing to be placed and work full-time at the assisted location;
9. Willing to work in a team;
10. Not bound as ASN (State Civil Apparatus) or other permanent job.
11. Not a member or administrator of a political party

After the application letter (Figure 3) is submitted to the DPPP, then through a selection carried out by the Tangerang Regency DPPP, it is decided in the DPPP Decree the names of the TFLs in the District Locations that have been determined, including the number of units to be built, in form. Table 1 displays these names.

Tabel 1 TFL name List

No	District Name	Assistance	Number of P-RTLH Units
1	BALARAJA	RIDWAN	30
2	CISOKA	DIAN LISTIANI	35
3	GUNUNG KALER	TOPIK HIDAYAT	35
4	JAMBE	RIZKI REFILINO USMAN	26
5	JAYANTI	TB. NURUL HUDA	35
6	KEMIRI	AGUS MUNHAJI	32
7	KOSAMBI	SUPARDI	54
8	KRESEK	IGIT SOPYAN	29
9	KRONJO	PUTRA	35
10	MAUK	ADE FAISAL AMIR	35
11	MEKAR BARU	SUSANTO	35
12	PAKUHAJI	ABDUL WASEH	38
13	PANONGAN	FEBRI	30
14	PASAR KEMIS	JOKO	31
15	RAJEG	POPY PUSPITASARI	35
16	SEPATAN	M. SULAEMAN	30
17	SEPATAN TIMUR	HENDRIK	30
18	SINDANG JAYA	AHMAD RIFAI	31
19	SOLEAR	HIDAYAT	25
20	SUKADIRI	AMSURI	38
21	SUKAMULYA	H. IDAY HIDAYATULLAH	35
22	TELUKNAGA	ASEP SURYADI	35
23	TIGARAKSA	ETI ROHAYATI (ADEL)	36
Amount			775

Tangerang, 11 Mei 2024

Kepada Yth.
 Kepala Dinas Perumahan, Pertanahan dan Perencanaan
 Kabupaten Tangerang

Dik
 Tempat

Dengan hormat,

Saya yang bertanda tangan di bawah ini :

Nama :
 Tempat, tanggal lahir :
 Jenis Kelamin :
 Pendidikan Terakhir :
 Alamat :
 Nomor RPP :
 Email :

Dengan ini mengajukan lamaran sebagai Tenaga Fasilitas Lapangan di lingkungan Dinas Perumahan, Pertanahan dan Perencanaan dalam Kegiatan Program Penguatan Bantah Tidak Layak Huni Tahun 2024.

Bersama ini saya lampirkan dokumen persyaratan sebagai berikut:

1. CV
2. Pas Foto
3. KTP
4. NPWP
5. Surat

Ditutupi surat lamaran pekerjaan ini saya atakan. Atas perhatian Bapak/Ibu, saya mengucapkan terima kasih.

Hormat saya,

(Tanda Tangan)

Gambar 4 The Appllication Letter

Socialization of RTLH Program

Socialization activities (Figure 4) were carried out to TFL before the implementation of the TFL Program. ActivitiesTFL Program socialization contains:

1. Program objectives
2. Schedule and provisions for implementing RTLH
3. TFL duties and responsibilities
4. TFL Reporting
5. TFL Evaluation



Gambar 5 The Program Sosialisasi RTLH for TFL

Verification of RTLH Beneficiaries

The purpose of verifying RTLH beneficiaries is to ensure that the assistance provided is on target, meets the established criteria, and is by the data compiled by taking into account location and access (Mundok et al. 2022). RTLH verification is carried out by:

- Review the house's physical condition, such as the roof, walls, floors, and sanitation facilities.
- Assessing family living conditions
- Check the required documents
- Interview with the homeowner
- Assess the suitability of the proposal with the criteria and field conditions

Verification activities carried out by TFL (several Sub-district Locations) are shown in Figure 6.





Figure 6 TFL Verification Activity

Implementation of RTLH Program Construction

The RTLH construction process is carried out in several stages:

1. Measurement
2. Installation of Foundation structure
3. Sloof Installation
4. Column Installation
5. Ring Balk Installation
6. Installation of Horse and roof covering

The construction process is shown in Figure 6 below.



Figure 7. Machinery of measurement, foundation and sloof



Figure 8. Column work



Figure 9. Balk Ring Contruction



Figure 10. Roofing Build



Figure 11. The result of RTLH construction

TFL Evaluation

Evaluation of Field Facilitator (TFL) is conducted to evaluate the program and correct its deficiencies to ensure it runs well. Here are some things that can be assessed from TFL:

- Reporting work results
- TFL's ability to facilitate program planning
- TFL's ability to assist the community in preparing RKM, Proposals, LPJ, and all administration of program implementation
- TFL's ability to evaluate the program as a whole

Several of the things above are included in the assessment, which consists of 6 instruments.

Tfl Performance Assessment Process

The assessment process is carried out using 2 instruments, namely:

1. The assessment is carried out by experts (technical and empowerment) which consists of 6 assessment aspects, namely:

Table 2 Assessment Aspects

Assessment Aspects					
Komunikasi	Disiplin	Etika	Problem Solving	Responsibility	Report Completeness

2. The scoring system uses a 5-point scale

Table 3 Scoring System

No	Information	Mark
1	Very good	90
2	Good	80
3	Enough	70
4	Not good	60
5	Burul	50

3. Post-implementation written test assessment of RTLH construction

The written test consists of 2 parts, namely:

- a. Multiple choice consists of 10 questions
- b. The essay questions consist of 5 questions

Tfl Performance Assessment Results

Assessment results by combining performance scores and written test results

Table 2 Performance Assessment Results

No	Name	District Location	Total Value	Attendance Information Evaluation
1	Susanto	New Bloom	736.82	Present
2	M. Amsuri	Sukma	731.36	Present
3	Mr. Sulaiman	Sepatan	706.82	Present
4	Ridwan	Balaraja	689.77	Present
5	Ahmad Ripai	Sindang Jaya	677.27	Present
6	The Truth	Solar	669.55	Present
7	Agus	Candlenut	647.50	Present
8	English	Dragon Bay	645.23	Present
9	Adel	Three Rivers	641.36	Present
10	Ade Faisal Amir	Mauk	637.50	Present
11	Popy Puspitasari	Rajeg	620.00	Present
12	Abdul Waseem	Pakuhaji	615.23	Present
13	Joe	Thursday Market	613.41	Present
14	Henry	East Sepatan	611.82	Present
15	February	The Journey	610.23	Present
16	Dian Listiani	Cisoka	608.18	Present
17	Super	Kosambi	607.27	Present

No	Name	District Location	Total Value	Attendance Information Evaluation
18	Mrs. Nurul Huda	Happy Birthday	607.27	Present
19	Hidayat Topic	Mount Kaler	578.64	Present
20	Rizki Refilino Usman	Jambu	552.50	Not present
21	H. Iday Hidayatullah	Like Mulya	445.00	Not present
22	Igit Sopyan	Crackle	435.00	Not present
23	Son	Crown	340.00	Not present

CONCLUSION

The evaluation was carried out on 23 (twenty-three) expert staff and representatives from the Tangerang Regency DPPP, assessing their performance and engagement. It was found that 4 (four) TFL staff members were absent during the evaluation process, and they received the lowest scores among all participants. The absence of these staff members indicates a lack of commitment to fulfilling the duties and responsibilities that were mutually agreed upon. This outcome highlights the importance of accountability and reliability in carrying out assigned tasks. Based on these findings, recommendations will be made to improve the activities and strategies for the upcoming year to ensure better participation and performance from all staff.

DAFTAR PUSTAKA

- Chamid Sutikno, Suryoto & Luluk Fadhilah. 2023. Dampak Rehabilitasi Sosial Rumah Tidak Layak Huni (RTLH) Dalam Peningkatan Kualitas Hidup Penerima Manfaat Di Kabupaten Banyumas. *Jurnal Ilmu Administrasi Negara*, 21(1). 51-66
- Cherian, J., & Jacob, J. (2013). Impact of corporate entrepreneurship on organizational performance: A study of SMEs in India. *International Journal of Business and Management*, 8(2), 90-100.
- Ismasudayanti, Cut Azizah & Sitti Zubaida. 2024. Analisis Dampak Program Rehabilitasi Rumah Tidak Layak Huni Terhadap Lingkungan, Ekonomi dan Sosial Masyarakat di Kabupaten Bireuen. *Jurnal Serambi Engineering*. IX(4). 10967-10978
- Lunenburg, F. C. (2011). Expectancy theory of motivation: Motivating by altering expectations. *International Journal of Management, Business, and Administration*, 14(1), 1-6.
- Wulan Ayuningtyas Agustin & Supriyadi S.N. 2017. Peran Fasilitator Dalam Pemberdayaan Masyarakat Pada Program Penataan Lingkungan Permukiman Berbasis Komunitas. *Jurnal Sosiologi DILEMA*, Vol. 32 (1)
- Zilfa Mundok, Tri Oldy Rotinsulu & Irawaty Masloman. 2022. Pengaruh Pembangunan Rumah Tinggal Layak Huni (Rtlh) Terhadap Tingkat Kesejahteraan Masyarakat Di Kecamatan Bolaang Uki Kabupaten Bolaang Mongondow Selatan. *Jurnal Berkala Ilmiah Efisiensi*. 22 (3). 13-16