INFLUENCE OF COMMUNICATION AND COORDINATION IN PREVENTION OF FIRE MANAGEMENT TO THE PERFORMANCE OF EMPLOYEES OF THE FIRE MANAGEMENT AND RESCUE SERVICE SECTOR III TAMBORA

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ABSTRACT :
The purpose of this sting is to know some of the influence of communication on the performance of firefighters condemned tambora, some of the influence of coordination on the performance of firefighters condemned Tambora, and some of the influence of communication and coordination. Together, the performance of firefighters was condemned by Tambora. The research method used in this research is a quantitative approach with statistical methods. The population of 70 officers, the sample number of 60 officers using the Slovin formula with a level of 5% blame. Data is obtained by the dissemination of questionnaires and documentation. Data analysis techniques use descriptive analysis, classical assumptions, multiple regression analysis and correlation analysis with the help of SPSS *for Windows Release* 23. The results of this study, on the t (partial) test of vaiabel communication obtained a significance value of 0.029, so that H1 was accepted. In variabel coordinated obtained significance value 0.000, and Test F (Simultaneous) shows that the significance value is 0.000, so H1 is accepted. Thus this research can be concluded that there is a communication influence on the performance of firefighters with a correlation of 51.1%, there is a coordination influence on the performance of firefighters and a correlation of 64.7% and the influence of communication and coordination together on the performance of fire employees. Fire in Tambora District. The percentage of communication and coordination variables can explain and improve the performance of firefighters in Tambora Subdistrict is 44.7% and the remaining 55.3% is influenced by other variables that are not included in the model.

Keywords: Communication, coordination, employee performance

INTRODUCTION

Tambora Sector Fire and Rescue Service still has many obstacles both in terms of internal and external. To achieve the agency's goal of many problems faced by the Fire and Rescue Service agency in tambora subdistrict, one of which is caused by communication that has not been effective.where there are still many citizens who do not know the call number of the fire department, the emergency call center call number is still
experiencing obstacles, the arrival of officers to the scene of the fire is still slow many people who complain about the difficulty of the fire department's phone number such as, Tambora sector office

numbers that are sometimes difficult to contact sometimes connected sometimes not, number 113 that is no longer active and the latest is a call number that can be directly contacted by the community with a single emergency call service Jakarta Standby Disaster kosen 112 without using credit But in reality there are still many people who are angry that the phone is not picked up in the call at the time of the fire and other disasters. So that information cannot be received quickly and the service becomes hampered.

The main problem with the city's slum environment is the lack of fire management infrastructure and infrastructure support (such as narrow entrances and some of the road bodies used as parking lots, lack of water sources, lack of community facilities), so that it will hamper the implementation of the task of the Fire and Rescue Service in serving the community. In addition, the obstacles and also felt are the increasingly severe levels of traffic congestion in the capital that we often see every day and also the behavior of the community that still does not fully provide convenience assistance for firefighters so that in achieving the 15-minute response time that has been determined by the Fire and Rescue Service in carrying out its duties is not achieved.

In addition to communication, which affects the performance of fire and rescue service employees is coordination, not optimal coordination and collaboration with related agencies related to the implementation of tasks when operational handling fire events and disaster management.

Current conditions are very detrimental to the community and even the Fire and Rescue Service who wants to provide services that quickly become an obstacle and become a sneer of the community that the fire has been big just arrived or the fire has been extinguished new firefighters come, the fire always arrives late. The ideal condition that is expected is if there is a fire or other disaster residents quickly report so that it can be immediately followed up and handled quickly so that the fire does not have time to grow and quickly overcome and can reduce the risk of loss from the impact of fire both property and soul.

Cases of fires caused by various ranging from candles, cigarette butts, stoves, due to overloaded electricity, or non-standard power tools and often also caused by gas cylinders exploding. Here is a graph of fire cases in Tambora sub-district from 2014 to 2019 which shows unstable there is an increase both in terms of quality and quantity of fire intensity. At the beginning of 2019 there was a great fire that hit in the village of Tambora which burned approximately 50 houses of tambora II gang residents with an estimated loss of 2 billion rupiah, once DAMKAR officers came the fire was so large that material losses could not be avoided because of the weak level of communication management and coordination of officers with other agencies and the community, So that the fire cannot be quickly handled because of the slowness of incoming information, in line with the participation of the community that is the hope of the Fire Service, the role of Coordination between related Agencies must also be a serious concern because this is where the administrative function of the city government runs well or not. The involvement of the relevant agencies is only carried out through communication and coordination of the implementation of tasks embodied in the Fixed Procedure (PROTAP). The essence of protap is the Standard Operating Procedure (SOP). The purpose of interagency engagement is to ensure the effectiveness of synergistic handling and support better accountability of fire services.

The relationship between the Fire Service and the community needs to be fostered periodically through discussion forum meetings, symposiums, musrenbang and fire simulations. In the perspective of urban fire protection management for joint simulation exercises must be done at least 3 (three) times a year. The Fire Service can determine the time, place and institutions / community institutions that are willing to conduct joint fire simulation exercises. The purpose of this activity is solely to prepare so that the Fire Management Service and the community can minimize and minimize as early as possible the impact of fires.

METHOD

The author applies the approach used in this study is a quantitative approach because there has been a theory that underlies this research, namely on numerical data or numbers obtained statistical methods and carried out in inferential research or in the framework of hypothesis testing so that significant influence between the variables studied. Every study conducted using the questionnaire method needs to be tested for validity. The validity test is useful for knowing the validity or suitability of the questionnaire that researchers use to obtain data from respondents. Pearson Correlation's Product Moment Validity Test uses the principle of correlated or linking between each item score with the total score obtained in the study.

RESULT AND DISCUSSION

Validity tests were conducted on 60 respondents. The valid determination of a question item is if the Corrected Item-Total Correlation (r_{count}) value is above the value of $r_{of\ the\ table}$. Data processing is done using the *SPSS for Windows* ver program. 23.0. The following is a table for testing the validity of each variable. The table below shows the results of the validity test of the komunikasi variable (X1).

Table 4.5. Results of The Communication Variable Validity Test (X_1)

Item No Statement	Corrected Item-Total Correlation (r_{count})	r_{table} (n=60)	Result
X1.1	0,354	0,254	Valid
X1.2	0,666	0,254	Valid
X1.3	0,552	0,254	Valid
X1.4	0,388	0,254	Valid
X1.5	0,617	0,254	Valid
X1.6	0,562	0,254	Valid
X1.7	0,507	0,254	Valid

X1.8	0,649	0,254	Valid
X1.9	0,607	0,254	Valid
X1.10	0,482	0,254	Valid
X1.11	0,695	0,254	Valid
X1.12	0,424	0,254	Valid
X1.13	0,594	0,254	Valid
X1.14	0,601	0,254	Valid
X1.15	0,708	0,254	Valid

Source: primary data processing, 2019

In table 4.5 it is seen that all statement items for communication variables (X_1) obtained a value of r calculate greater than the table r, it can be concluded that all statements are declared valid.

The table below shows the results of the validity test of the coordination variable (X_2).

Table 4.6. Coordination Variable Validity Test Results (X_2)

Item No Statement	Corrected Item-Total Correlation (r_{count})	r_{table} (n=60)	Result
X2.1	0,563	0,254	Valid
X2.2	0,692	0,254	Valid
X2.3	0,653	0,254	Valid
X2.4	0,735	0,254	Valid
X2.5	0,464	0,254	Valid
X2.6	0,684	0,254	Valid
X2.7	0,630	0,254	Valid
X2.8	0,723	0,254	Valid
X2.9	0,728	0,254	Valid
X2.10	0,419	0,254	Valid
X2.11	0,731	0,254	Valid
X2.12	0,413	0,254	Valid
X2.13	0,673	0,254	Valid

Source: primary data processing, 2019

Table 4.6 shows that all the statement items for the coordination variable (X_2), obtained a calculated value greater than the table r, it can be concluded that the research statement is declared valid.

The table below shows the validity test results of the Performance variable (Y).

Table 4.7. Performance Variable Validity Test Results(Y)

Item No Statement	Corrected Item-Total Correlation (r_{count})	r_{table} (n=60)	Result
Y1	0,684	0,254	Valid
Y2	0,437	0,254	Valid
Y3	0,707	0,254	Valid
Y4	0,568	0,254	Valid
Y5	0,548	0,254	Valid
Y6	0,562	0,254	Valid
Y7	0,510	0,254	Valid
Y8	0,622	0,254	Valid
Y9	0,654	0,254	Valid
Y10	0,544	0,254	Valid

Source: primary data processing, 2019

Table 4.7 shows that all statement items for performance variables (Y), obtained a value r calculates greater than r table, it can be concluded that the research statement is declared valid.

1. Data Reliability Test

Reliability tests can only be done after an instrument has been confirmed its validity. The reliability test in this study to show the level of reliability of the internal consistency of the techniques used is to measure Cronbach's Alpha coefficient with the help *of the SPSS for Windows* ver 23.0 program. Alpha values vary from 0-1, a question can be categorized as reliable if the alpha value is greater than 0.70 (Sugiyono, 2010:82).

Table 4.8. Reliability Test Results

Variable	Alpha Cronbach	Value Checklists	Information
Communication	0,838	0,700	reliable
Coordination	0,858	0,700	reliable
Performance	0,780	0,700	reliable

Source: primary data processing, 2019

Based on the table because Cronbach's value for the whole is greater than the comparison value of 0.700, the entire questionnaire for both communication variables (α X1), coordination (X2) and performance (Y) can be declared reliable or consistent**.**

C. Method of Successive Interval (MSI)

In performing regression analysis, the data used is quantitative data that has an interval measurement scale. In the data collected now, both dependent and independent data have a ordinal measurement scale, for that the likert measurement scale on the data needs to be transformed into data with interval scale using the method of successive intervals to be used as a follow-up analysis. Appendix 5 is the result of the transformation of each komunikasi variable, coordination and performance variable in the interval scale.

D. Classic Assumption Test

1. Normality Requirements

For the purposes of testing the normality of the data is carried out in a way that is by the Kolmogorov-Simirnov Analisys test with a significance level of 0.05 and the number n = 60. The summary of the calculations can be seen in the following table.

Table 4.9. Research Variable Normality Test

One-Sample Kolmogorov-Smirnov Test

		Communication	Coordination	Performance
N		60	60	60
Normal Parameters[a,b]	Mean	41.937,02	34.644,07	31.112,90
	Std. Deviation	6.983,034	6.915,182	4.868,505
Most Extreme Differences	Absolute	.101	.107	.103
	Positive	.074	.106	.103
	Negative	-.101	-.107	-.091
Test Statistic		.101	.107	.103
Asymp. Sig. (2-tailed)		.198[c]	.087[c]	.184[c]

Sumber: Olahan Data Primer 2020

In the data normality test, there are several references in determining whether the data is normal or not. The references are:

1. Using hypotheses:

- Ho: normal distributed data
- H1: data not normally distributed

2. By looking at the probability numbers, with the following conditions:

- Probability > 0.050 then Ho accepted
- Probability < 0.050 then Ho is rejected

Based on the probability number of komunikasi variable (X1) numbers in the Sig column. KS (0.198) is greater than 0.05, so it can be said that all data on the komunikasi variable ($_{X1}$) is normal distribution.

Based on the probability number of coordination variables (X2) numbers in the Sig column. KS (0.87) is greater than 0.05, so it can be said that all data on the Coordination variable (X2) is normally distributed.

Based on the probability number of performance variables (Y), the numbers in the Sig column. KS (0.184) is greater than 0.05, so it can be said that all data on the Performance variable (Y) is normal distribution.

2. Data Linearity Test

Linearity Y over X1 and X2

The results of the calculation of the match requirements of the regression model are as follows:

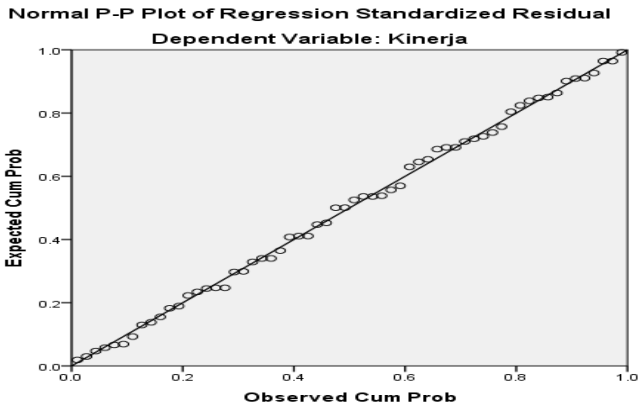

Figure 4. 1 Normal P-P Pl

Based on a chart describing the relationship between the predicted value and the *Normal P-P Plot of Regression Standardized Residual* it is seen that the distribution of data is around a straight line. Thus this regression model has fulfilled the assumption of linearity in the data.

3. Multicollinearity Test

Tabel 4.10. Value Inflation Factor (VIF)

Coefficients[a]

Model		Collinearity Statistics	
		Tolerance	BRIGHT
1	(Constant)		
	Communication	.751	1.331
	Coordination	.751	1.331

Source: Primary Data, 2019

The multicollinearity test can be seen from the Value Inflation Factor (VIF). If the VIF value > 10 occurs multicollinearity occurs. Conversely, if the VIF value < 10 does not occur

multicollinearity. The calculation results are known the value of VIF does not exceed 10. So it can be concluded that the model does not violate the assumption that there has been multicollinearity.

4. Heteroskedasticity Test

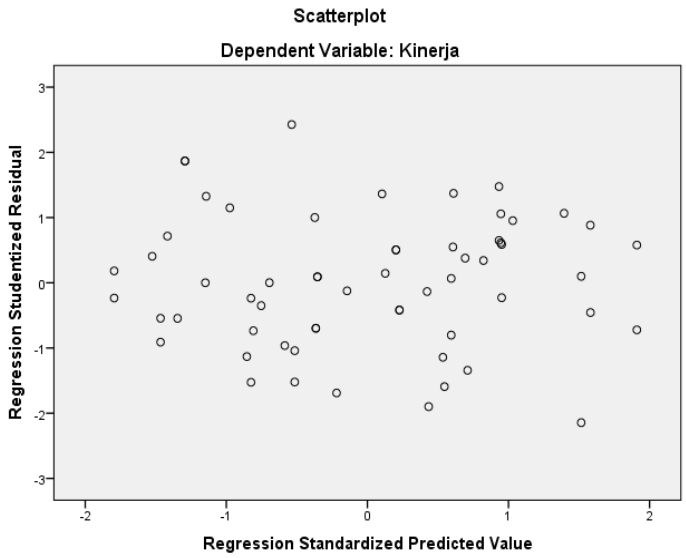

Figure 4. 2 Residual Scatterplot

Heteroskedasticity testing is performed using scatterplot residual values of dependent variables. Conclusions are made by paying attention to the distribution of data plots.

Based on the above plot there is no clear pattern as well as points spread above and below the zero on the Y axis. So it can be concluded that there is no problem of heteroskedasticity in the data. This means that the data is homogeneous.

E. Data Analysis Results

1. Description of Research Results

Descriptive statistical measurements of variables are carried out to provide an overview of the theoretical range, average range (*mean*), media and mode of each variable i.e. komuniksi, coordination and employee performance as follows:

Table 4.11. Descriptive Statistical Results

No	Variable	Mean	Median	Mode
1	Communication	41.937	43.401	54.090
2	Coordination	34.644	35.096	46.138
3	Performance	31.122	30.375	39.466

Source: primary data processing, 2019

Based on the table above it can be described that the komunikasi variable (X1) has a mean value of 41,937, a median of 43,401 and a mode of 54,090. The coordinated variable ($_{X2}$) has a mean value of 34,644 median 35,096 and a mode of 46,138. The variable kinerja (Y) has a mean value of 31,122, a median of 30.375 and a mode of 39,466.

2. Hypothesis Test

a. Partial Significance Test (Statistical Test t)

In this study, three hypotheses were proposed to find out and analyze the effect of two free variables on bound variables, namely:

a. First Hypothesis

This is done to test whether there is a communication influence ($_{X1}$) on performance (Y)

b1 = 0: Communication has no positive and significant effect on performance

b1 #0: Communication has a positive and significant effect on performance

- If the $_{calculation}$ >$_{ttabel}$, then H0 is rejected and the consequences of H1 are accepted, vice versa.

b. Second Hypothesis

This is done to test whether there is a coordination influence ($_{X2}$) on performance (Y).

ordination has no positive and significant effect on kinerja

ordination has a positive and significant effect on employee performance

ung > ttabel then Ho is rejected and the consequences of H1 are accepted, vice versa.

c. Third Hypothesis

This is done to test whether there is a co-existing ($_{X1}$) and coordination (X2) influence on performance (Y).

ommunication and Coordination together have no positive and significant effect on employee performance

mmunication and Coordination together have a positive and significant effect on employee performance

- If F calculates the > F of the table, then $_{H0}$ is rejected and the consequences of H1 are accepted, vice versa.

Statistical tests are useful for partially testing the effect of each independent variable on dependent variables. To find out whether or not each partially independent variable has an effect on dependent variables can be seen in the following table below.

Table 4.12. Statistical Test Results t

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Itself.
		B	Std. Error	Beta		
1	(Constant)	11052.265	3069.658		3.600	.001
	Communication	.174	.078	.250	2.239	.029
	Coordination	.368	.079	.523	4.682	.000

Table 4.12 above can be known to be a significant level for each free variable. The results of the hypothesis test are as follows:

a. Test the First Hypothesis

Based on the results of calculations such as those in table 4.12 obtained a calculated value of 2,239. While the value of the level of trust at 95% (= 5%) with ∝*the degree of freedom (*df) = 57 is 2,002. Thus, when compared between the value of thitung (2,239) and the value of ttabel (2,002), then the value of thi numeracy is greater than the value of ttabel, then Ho is rejected and consequently H1 is accepted. Hypothesis test results show communication has a positive and significant effect on employee performance.

b. Second Hypothesis Test

Based on the results of calculations such as in table 4.12 obtained a calculated value of 4,682. While the value of the level of trust at 95% (= 5%) with ∝*the degree of freedom (*df) = 57 is 2,002. Thus, when compared between the value of thitung (4,682) and the value of ttabel (2,002), then the value of thibel is greater than the value of ttabel, then Ho is rejected and H1 is accepted. The results of the hypothesis test showed that coordination had a positive and significant effect on employee performance.

b. SimultaneousLy Significant Test (Statistical Test F)

Statistical test F aims to determine the influence of jointly or simultaneously independent variables on dependent or bound variables. The criteria used is that if the value F calculates > F of the table then H0 is rejected and consequently H1 is accepted, and vice versa.

From the results of data analysis, simultaneous significant tests (statistical test F) can be seen in the table below.

Table 4. 13. Statistical Test Results F

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Itself.
1	Regression	651933152.140	2	325966576.070	24.889	.000[b]
	Residual	746504973.260	57	13096578.478		
	Total	1398438125.400	59			

a. Dependent Variable: Performance

b. Predictors: (Constant), Coordination, Communication

Based on table 4.13 above it is known that the value F calculates 24,889, while the magnitude of F_{table} = (k; n-k) with free degrees (df) 2 and 58 on (0.05) is α3.16. Thus the value $F_{calculates}$ (24,889) > the table F (3.16). This means that H0 is rejected and consequently H1 is accepted, so the communication and coordination together have a positive and significant effect on performance.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.683[a]	.466	.447	3.618,920

While the magnitude of the influence of komunikasi variables and coordination together on performance variables is 46.6%. The value indicates that the strong communication and coordination relationships together with the performance of tambora fire and rescue service employees are relatively moderate. The percentage of communication and coordination variables that can explain employee performance is 44.7% and the remaining 55.3% is influenced by other variables that are not included in the model.

3. Regression Equation

The results of data analysis with the help of computer processing based on SPSS calculations obtained simultaneous linear regression equations are:

Table 4.14 Simultaneous Coefficient

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Itself.
		B	Std. Error	Beta		
1	(Constant)	11052.265	3069.658		3.600	.001
	Communication	.174	.078	.250	2.239	.029
	Coordination	.368	.079	.523	4.682	.000

Regression Equation: $\hat{Y} = 11052{,}265 + 0{,}174\ X_1 + 0{,}368\ X_2$

where

Y= Kinerja

x_1 = communication

x_2 = Coordination

This equation means that:

Each increase of 1 communication variable score can increase the 1.74 performance variable score, assuming other free variables are constant or fixed and any increase of 1 coordinated variable score can increase the 0.368 performance variable score, assuming other free variables are constant or fixed.

4. Correlation Analysis

Next the researcher analyzed the magnitude of the influence of free variables on bound variables. Analysis of the impact test was conducted using the *SPSS for Windows* ver. 23 application and the results look as in the following table:

Table 4.15.

Research Variable Correlation Coefficient Matrix

Correlations

		Communication	Coordination	Performance
Communication	Pearson Correlation	1	.499**	.511**
	Sig. (2-tailed)		.000	.000
	N	60	60	60
Coordinatio	Pearson Correlation	.499**	1	.647**

n	Sig. (2-tailed)	.000		.000
	N	60	60	60
Performanc	Pearson Correlation	.511**	.647**	1
e	Sig. (2-tailed)	.000	.000	
	N	60	60	60

**. Correlation is significant at the 0.01 level (2-tailed)

According to table 4.15, it is known that:

- The correlation of komunikasi with coordination is 51.1%.. The value indicates that the strong relationship between communication and performance is relatively strong.
- The large correlation of coordination with performance is 64.7%.7%. The value indicates that the strong coordination relationship with performance is relatively strong.

CONCLUSION

Based on the results of research and improvement on the influence of komunikasi and coordination on the performance of fire and rescue officers in Tambora District of West Jakarta Administrative City, the conclusion of this study is as follows:

1. Communication has a positive and significant effect on the performance of fire and rescue service officers in Tambora Subdistrict in Tambora District of West Jakarta Administrative City and the impact of komunikasi on the performance of firefighters in Tambora District of West Jakarta Administrative City is as large as 51.1% means that the correlation between communication and the performance of Fire and Rescue Service officers in Tambora Subdistrict is quite strong. Thus Communication can make an approach in improving the performance of firefighters in Tambora Subdistrict.
2. Coordination has a positive and significant effect on the performance of Fire and Rescue Service officers in Tambora District of West Jakarta Administrative City and its magnitude The influence of coordination with the performance of firefighters in Tambora District of West Jakarta Administrative City is 64.7%, meaning that the correlation between coordination and performance can also make an approach in efforts to improve the performance of firefighters. Fire in Tambora District.
3. Coomunication and coordination together have a positive and significant effect on the performance of Fire and Rescue Service officers in Tambora District of West Jakarta Administrative City. The magnitude of the influence of communication and coordination variables together on the performance variables of Fire and Rescue Service officers in Tambora District of West Jakarta Administrative City is 46.6%. The value indicates that the strong communication and coordination relationships with SAMA on the performance of firefighters in Tambora Subdistrict are classified as moderate. The percentage of communication and coordination variables can explain the performance of firefighters in Tambora District of West Jakarta Administrative City is 44.7% and the remaining 55.3%

is influenced by other variables that are not included in the model. So that communication and coordination can be made together in the efforts to improve the performance of Fire and Rescue Service officers in Tambora Subdistrict.

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