

# Implementation of Protocol Law in the Tomohon City Government

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**Abstract-** Protocols are the driving force in all City Government activities so that activities can well done and true. In carrying out its duties a Protocol is required control all forms of respect to the State Official or Government Official accordingly with the applicable protocol law. This study aims to describe how implementation of Protocol rules in the Tomohon City Government. The focus of the research is stipulated: Implementation of the scope of protocol, namely the Layout, Ceremony and Procedure respect and determinant factors in the implementation of protocols in the City of Tomohon.

The method used in this study is a qualitative research method. From research this concludes: Implementation of the protocol rules in the Tomohon City Government has not due to a lack of official understanding of protocol rules and quantity Human Resources are very minimal or lacking. Suggestions can be given in: This research is the implementation of the socialization of protocol rules continuously and recruit employees for the protocol.

**Index Terms-** Implementation of the Act, Protocol and Official Activities

## I. INTRODUCTION

### P.A. Background

Protocol is a series of activities related to the rules in a state or event official events which include the Layout, Ceremony and Honorary Procedures as forms respect for someone in accordance with their position and / or position in the country, government or society.

Protocol has a very important role in the successful implementation of the event the scope of government and its implementation is governed by the Protocol Act. In the Protocol Act governed the scope of protocol, namely the Layout, Ceremony and Honorary Procedure contained in Article 4 of the Protocol Law, which explains as follows: (1) Layout is place arrangements for state officials, Government Officials, Foreign Country Representatives and / or Organizations International, as well as certain Community Leaders in state or official events; (2) Ceremony is a rule for carrying out ceremonies in a state or official event; (3) Honor system is a rule for carrying out respect for state officials, officials governments, representatives of foreign countries and / or international organizations. According to Zulkarnaen inside Nasution (2006: 162) the scope of the protocol

duties as follows: (1) Inauguration and handover position (2) visits by government officials, (3) as the host.

### B. Problem Formulation

Based on the explanation above, the problem can be formulated as follows: (1) How is the implementation Protocol Law in the Tomohon City Government; (2) What are the determinant factors in implementation protocol in the Tomohon City government.

### C. Research Purpose

To analyze and describe the implementation of the Protocol Law in the Tomohon city government and determinant factors in implementing the Protocol Law.

### D. Benefits of research

#### 1. Theoretical Benefits

This research is expected to provide positive input and can even become a provision useful knowledge in the development of Science.

#### 2. Practical Benefits

-This research can make a positive contribution to the Tomohon City government in the effort good application of protocols within the Tomohon City Government.

- Protocols to further improve themselves to become competent protocols and should be relied upon by the Tomohon City Government.

## II. THEORITICAL REVIEW

### A. The Concepts of Public Policy

Policy Public policy is a series of actions taken or not carried out by a government oriented to a specific goal to solve public problems or public interest. According to Willian N. Dunn (2007: 106) public policy is a series interconnected choices made by government agencies or officials in the field fields involving government tasks such as defense, security, energy, education, crime, urban and others.

H. Ismail Nawawi's opinion in his book Public Polioy (2009: 9) states that various reviews about policies as the selection of authority (Authoritative Choice), that is the response of the owner authority over public issues or problems. Therefore public policy should reflect various things, such as: (1) Public policy means the search for specific government objectives through

identified public and private resources; (2) Relating to decision making and test the consequences; (3) Structured with actors that can be identified by stages which can be found and recognized; (4) Essentially political, expressing election results and executive program priorities, Policy according to Thomas R. Dye, in Lubis (2007: 7) said that the policy is chosen by the government to determine the steps in "doing" or "not act ". While according to Carl J. Friedrich in Lubis (2007: 7), policy is a series the concept of action proposed by a person or group of people or government in one environment certain to determine the barriers and opportunities, the implementation of uulan the in order to achieve certain goals, Carl also detailed what are the main points in policy, is there are goals, objectives and wills.

## **B. Implementation of Public Policy**

Public policy implementation is actions taken by public organizations that directed to achieve the goals set in the decisions become operational actions within a certain period of time and in order to continue the business efforts to achieve change large and small changes determined by decisions policy, according to Van Meter and Van Horn in Budi Winarno (2005: 102).

Nugroho (2011:618) according to him, Implementation of policy in principle is a way for a policy can achieve its objectives. Nothing more and nothing less. To implement public policy, there are two choices of steps available, namely, directly implementing the form program or through the ormulation of policies derived from these public policies.

## **C. Public Policy Implementation Model**

### **1. The George C. Edward II Model**

The Public Policy Implementation Model proposed by George C. Edward III in Indihono (2009: 31) shows four variables that play a role in achieving policy implementation. Four those variables are Communication, Resources, disposition and bureaucratic structure. The first variable is Communication, which shows that each policy will be implemented properly if it occurs effective communication between program implementers and target groups.

The second variable, namely resources, indicates that each policy must be supported by resources adequate, both human and financial resources. The third variable is disposition, shows characteristics that are closely attached to the policy / program implementator. Variable fourth, bureaucratic structure, becomes important in policy implementation. This aspect of bureaucracy includes two important things, namely the mekanisme and structure of the implementing organization. The program implementation mechanism has usually been implemented through the Standard Operating Procedure (SOP) stated in the program / policy. The implementing organizational structure must be able to guarantee decision making for extraordinary events in the program quickly.

### **2. Van Meter and Van Horn Models**

In Nugroho (2011: 627) defines the implementation of policies as follows "policy implementation of those actions and private individuals (and groups) that are directed at the achievement of goals and objectives set forth in prior policy decisions ", Several variables contained in the model this

implementation is: (1) standard and policy objectives, basically what they want achieved by programs or policies, whether tangible or not, short, medium or long-term; (2) policy performance; (3) Resources referring to human resources and financial resources; (4) communication between implementing agencies; (5) characteristics of the implementing body; (6) social, economic and political environment; (7) implementing attitude. From the explanation above, it can be understood that the success of policy implementation is strongly influenced by various factors.

## **III. RESEARCH METHODOLOGY**

### **A. Research Approach**

This study uses a qualitative method. Researchers are interested in using qualitative methods because want to know in depth about the implementation of the Protocol Law in the Tomohon City Government. By using qualitative methods, researchers can directly conduct interviews so that can obtain accurate data and in accordance with facts that occur in the field.

### **B. Research focus and description**

The first research focus is related to the implementation of the Protocol Law in the Tomohon City Government especially concerning the scope of the protocol which includes the layout, ceremony, honor system and the second respect and focus is related to the determinants of the implementation of the Act Protocol in the City of Tomohon.

### **C. Research Locations**

The research is located in the Tomohon City Government at the Regional Secretariat on very matters relating to Protocol because as an organizer of official events or government events which can clearly illustrate respect for someone according to their position and his position.

### **D. Data Sources**

Based on the formulation of the problem, the source of the data is derived from interviews with Key informants are the Regional Secretary, People's Welfare Assistant, Head of Relations Section community and Protocol, Head of Protocol Subdivision, Protocol Staff, field observations and several other supporting documents.

### **E. Data Collection Techniques**

Data were collected by researchers by conducting interviews with event participants (officials) and make observations on the implementation of city government events to get an idea regarding the implementation of protocol in the Tomohon City Government.

### **F. Data analysis**

Data analysis used the Miles and Huberman model analysis. Presentation of data or data display intended to make it easier for researchers to see the whole picture or parts of particular part of the study. Verification is carried out continuously throughout the research process took place namely

from the beginning of entering the research location and during the data collection process. Researcher seeks to analyze and search for meaning from the data collected and so on who will set forth in conclusions.

#### IV. RESEARCH RESULTS

##### A. Description of Research Results

###### 1. Implementation of the Protocol Law in the Tomohon City Government.

Looking at the problems and objectives of the research, the focus of the first research relates to the implementation of the Protocol Law, especially aspects of the procedure for the procedure, the procedure, respect for. Then the second focus relates to determinants in the implementation of the Protocol Law specifically in Tomohon City Government. Determinant factors include human resource factors, disposition factors and communication factors.

In the application of the scope of the protocol, namely the Layout there are still many errors that occur in the event or activity, according to research the occurrence of an error is not it all because of protocol errors but often because officials lack understanding protocol rules, lack of protocol in quantity and many other factors that support mistakes occur in the field. But because of coordination, communication and alertness then everything can be done well.

Likewise in the Ceremony, from the results of the study there are still one or two errors though not a fatal mistake that officials come late in carrying out the flag ceremony, the person in charge of the event does not make the event arrangements, affect the course of the ceremony.

Then the system of respect, from the results of research that some elements in the system of respect have well implemented but there are still problems namely (1) the master of ceremonies mispronounce the name official in accordance with the position; (2) Incorrect name and title. This error should not be occur when good communication is established between the person responsible for the event and the presenter.

###### 2. Determinants of the implementation of the Protocol Law in the Tomohon City Government at the Regional Secretariat

Implementation of the Protocol Law to achieve the objectives of the Protocol which is to give respect to state officials in accordance with their position in the state, government and community; provide guidelines for organizing an event so that it runs orderly, neat, smooth and according to the rules applicable; create a good relationship in the relationship between nations.

From the results of the study found factors that also influence the implementation of the Protocol Law in the City Tomohon as follows:

##### Human Resource Factors

This factor is very dominant in the implementation of a policy because as a policy implementer. From the results of interviews in the field researchers found one factor, namely human resources in terms of quantity. Tomohon protocol personnel only amounted to 9 people consisting of 1 sub chief

division, 2 civil servants and 6 honorary staff. So in terms of quantity of human resources still very lacking.

##### Disposition Factor

From the interview results this factor also influenced the implementation of this rule, because researchers looked at the rules this is in direct contact with the official in the sense that the object of this rule is the official. Fact in the field said that officials did not understand the rules of protocol when wrong interpreting the disposition of superiors. Representing does not mean being. Error interpreting the leadership disposition very problematic in the application of protocol rules.

##### Communication Factor

In implementing one policy, communication between fellow policy implementers is needed implementing policies and policy objects. With good communication the problem will not be arise. In protocols, communication of protocols with officials present and event coordinators and even participants, is very important for the smooth implementation of activities / events. Likewise communication between fellow protocols is very necessary for the smooth running of the event.

##### B. Discussion

###### Implementation of Protocol Law in Tomohon City Government

Implementing the Protocol Law in the City of Tomohon to regulate all Protocol activities in Tomohon City to comply with applicable regulations. Protocol Law aims to provide respect for officials in accordance with the position held. Protocol is the driving force in all government activities. In the Protocols there is a Scope of protocol consisting from the Arrangement, Ceremony and Respect. And the third scope is indicators in this study.

The first indicator on the Layout: setting the place for State officials, government officials, representatives of foreign countries and / or international organizations, as well as certain community leaders in the event state or official event. In the Protocol Law there are general guidelines for the Layout, namely: (1) the person who gets first place is someone because of his position, rank and degree in government or society; (2) the person entitled to receive the first order is those who have the first and most precedence; (3) if it is lined up, which is located on the right of the person who gets the most important Layout, is considered higher / overtake the person sitting on his left; (4) if facing the table, the main place is facing the door exit and the last place is the closest place to the exit. And from the results of the study it can be concluded that officials have not yet understood the rules of protocol that apply.

The second indicator, regarding the Ceremony, namely: rules for carrying out the ceremony in the Event state or official events consist of (1) Flag Ceremonies, such as the Republic of Indonesia's Independence Day, ceremony day National grand, the birthday of the birth of state institutions, the birthday of the birth of the province and district / city; (2) Non-flag ceremonies, can be held for state / official events and covers the problem although not

a fatal mistake but it can affect the course of the ceremony that is officials arrived late in the implementation of the ceremony.

Then the third indicator is the ordinances, namely: rules for carrying out respect for state officials, government officials, representatives of foreign countries and / or international organizations and certain community leaders in a state event or official event. Forms of respect according to Protocol Law are (1) Respect for the State flag; (2) Respect for National anthem; (3) Respect for state officials. In the implementation according to the research, there is still an incorrect mention of the order of the official's name in accordance with his position, as well in the mention of names and titles from officials. In accordance with the Protocol Law that the gift respect for pajabat must be in accordance with the position held with the intention that it is appropriate with the Protocol Act is a series of activities related to the rules in the event statehood or official event which covers the scope of protocol as a form of honor to someone in accordance with their position and position in the state, government and society.

## V. CONCLUSIONS AND SUGGESTIONS

### Conclusions

Based on the results of research and discussion that has been described, it can be concluded as following:

That the implementation of the Protocol Law in the Tomohon City Government at the City Regional Secretariat Tomohon viewed from the three scope of protocol, the implementation has not been carried out in accordance with the Protocol Act is due to the lack of understanding of officials regarding this regulation. Likewise, the protocol still has errors in carrying out the task so the purpose of protocol is in accordance with the law has not been implemented maximally.

### Suggestion

Based on the conclusions from the results of the study, there are a number of suggestions that will be submitted by researchers relating to the Implementation of Law No. 9 of 2010 in the Tomohon City Government, as follows:

1. Tomohon City Government must continue to implement the Protocol on the Protocol to officials and protocol officers so

that all implementation of City government activities can be carried out in an orderly and successful manner.

2. Recruit employees for the protocol sub-section because personnel are still lacking for the size of one City Government.

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