

Employee Work Professionalism in Service Public (Case Study in Kayubulan Village, Limboto District)

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Abstract. *This research was conducted in Kayubulan Sub-District, Limboto District, Gorontalo Regency. This study aims to determine how the Professional Work of Employees in Public Services (Case Study in Kelurahan Kayubulan, Limboto District. The research method uses descriptive qualitative type using data sourced from interviews with predetermined informants, each Camat, Lurah, Kelurahan Secretary, 2 Section Heads, 1 staff member and 2 community members. The results of the study concluded that the staff of the Subdistrict of Keyubulan, Limboto District had shown quite good, although it was still not optimal. This is seen from four aspects of professionalism, namely; aspects of Equality, aspects of equity, loyalty, and accountability. These four aspects have been able to be demonstrated quite well by employees in Kayubulan Sub-District, Limboto District. In conducting public services.*

Keywords: *Professionalism, Employees, Public Services*

Received: October 23, 2021

Revised: November 18, 2021

Accepted: November 24, 2021

INTRODUCTION

The government, especially local governments, must be able to display professional performance which is reflected in the work carried out by the apparatus. This is a tangible manifestation of the challenges in the current era of globalization where a formidable challenge for the government is being able to display employees who highlight their work ethic, work spirit, have competitive advantage, and the attitude and willingness to uphold bureaucratic ethics in carrying out what they do. become the main task and function as a state apparatus in providing services to the community that are free from activities corruption, collusion and nepotism. Empirically, the community wants state officials who are able to work optimally in providing services to the community. This may be a formidable challenge for the government due to the limited work ethic and enthusiasm in working professionally owned by the apparatus.

Great expectations really depend on the existence of government officials who work professionally who are able to carry out service tasks that can assist the community in meeting the needs for services. In realizing the implementation of good governance, the biggest demand is the availability of professional government apparatus. Importance the professionalism of the government apparatus is in line with Article 3 of Law Number 43 of 1999 concerning amendments to Law Number 8 of 1974 concerning the Principles of Employment which states that:

provide services to the community in a professional, honest, fair and equitable manner in the implementation of state, government and development tasks. Suit Almasdi (2009:99) says that "Professionalism is largely determined by a person's ability to do a job according to their respective fields of duty and level. The results of the work are more viewed from all aspects

according to the portion, object, are continuous in any situation and condition and the period of completion of the work is relatively short. The above is reaffirmed by Thoha (2000) "that in order to maintain organizational life and dynamics, every organization must be adaptive to organizational changes. A bureaucracy that is able to compete in the future is a bureaucracy that has knowledge-based human resources with various skills and expertise. As consumers of the services provided by the government, the community's great hope is an increase in services that are fair and regardless of social strata. Service that is fair and does not look at social strata can be realized if psychologically there is readiness from government officials who are always capable adapt to the social changes that occur in social life (social hang). In this aspect, it is the obligation and responsibility of the bureaucratic apparatus to be able to adapt and adopt from changes and the social needs of the community for professionalism and human values in service.

Given the importance of the presence of Human Resources

in the field of government activities, which has been mentioned in the general explanation "Law Number 43 of 1999 that the smooth implementation of government tasks and national development is highly dependent on the perfection of the apparatus, especially civil servants." Therefore, every government apparatus is required to be able to carry out their duties and functions professionally. But in reality it is not easy to form by itself. Many things have happened on the contrary, where many local government officials are less capable in carrying out government activities with high credibility, so that the service process provided to the community becomes relatively less than optimal.

The main task of the Government is essentially to provide services to the community in order to improve the welfare of the community. Likewise with the village and kelurahan government which incidentally is the first spearhead in providing services to the community. In serving the community, the Village/Kelurahan government is also inseparable from problems related to relatively unsatisfactory service conditions. This is mainly related to the pros and cons of professional government apparatus resources. One of the work of the bureaucracy can be seen from how the bureaucracy in this case the Kelurahan which is an extension of the District carries out its duties in issuing, among others, Identity Cards (KTP) for the community, certificates and business permits, marriages and so on. In this case, the Kayubulan Village as the implementing element of the Limboto District and Gorontalo District governments is a bureaucratic institution that has the task of: authority in the field of public services, among others, registration of ID cards and Family Cards (KK) and so on. So so many the tasks carried out by the Village and the Village in providing services to the community. Because it can It is said that almost all households/villages in Indonesia experience the same problem, namely how difficult it is to provide services to the community, not to mention if the village or sub-district has a dense population and high economic activity. Therefore, this study will examine in depth various forms of service to the community which are getting higher day by day, by setting the research locus or case study in the Kayubulan Village, Limboto District, District

Gorontalo. Kayubulan Village is one of 14 sub-districts in Limboto District. Limboto Subdistrict is the administrative center of Gorontalo Regency and Kayubulan Village is the Village which is the center of Gorontalo Regency government. Because Kayubulan Village is the center of the Regency government, of course, community and government activities are very high. Kayubulan Village is the economic center of this area, namely by having a shopping center, inter-regional terminal, market and banking and no less The important thing is the density of the population, which reaches almost 10 thousand people. Thus, it can be justified that the Kayubulan Village does have a high level of service needs that must really demand extra work from the Kelurahan government to provide services.

Based on these facts, Of course it demands alertness and village government aggressiveness in performing public services. The aggressiveness is certainly not will be free from prosecution employee professionalism in do service. Professionalism must be owned by every village employee moonwood. This means that employees must have the ability (competence), that is to

have knowledge (knowledge) such as being able to make correspondence (certificate, and others), skills (skills) such as able to operate a computer, and can do (ability) means capable and responsive in doing their respective roles.

Other than that basically government apparatus professionalism In this case, civil servants (PNS), who are bureaucrats in service delivery means to society important in service, that is, if service provider apparatus has knowledge and understanding of service that is run, of course the service will have an impact to the community served.

So that the people who are served have satisfaction with services provided by government, and this will also to success the administration of the government themselves if the apparatus/bureaucrats professional. Mertin Jr (in Agung, 2005) stated that characteristics of apparatus professionalism in accordance with the demands of good governance, including; (1) Equality, Equal treatment of services provided; (2) Equity, Equal treatment to society fairly and there is equality; (3) Loyalty, Loyalty is given to the constitution, law, leaders, subordinates, co-workers. The various types of loyalty related to each other and do not exist absolute loyalty to a certain kind of loyalty ignoring the others; (4) Accountability, every apparatus government must be ready to accept responsibility for whatever he did and had to dodge yourself from the "me" syndrome just carrying out orders superior".

Based on the above characteristics it can be seen that very professional staff determined by the ability level employees who are reflected through attitudes and their daily behavior in organization.

This research will focus the professionalism of employees in the village Kayubulan, Limboto District, will viewed from the perspective put forward by Mertin Jr (in Agung, 2005). Because it's so big responsibilities of the village government in public service, turned out to be direct observation in The Kayubulan Village Office is very weak. It was identified that the amount village officials are very far from adequate, namely only 13 officers who each head details village, village secretary, 3section head person where each section head is only assisted by a staff. 6 people head environment with composition

This is of course the service aspect to the community still questionable, especially this is seen from the level of education of the apparatus village where only 2 people Bachelor degree (S1) and the rest high school. Finally service to the community is still far from which is expected

METHODS

Judging from the type of data research approach used in this study are qualitative approach. As for who what is meant by qualitative research namely research that intends to understand the phenomenon of what experienced by research subjects holistically, and in a way description in words and language, in a particular context natural and with using various methods scientific (Moleong, 2007:6). The types of this research are descriptive. Descriptive research that is research that seeks to tell problem solving currently available based on data.

Types of qualitative descriptive research used in this study intended to obtain information about professionalism employees in performing services public in Kayubulan Village directly deep and comprehensive. Besides that, with a qualitative approach hope the situation can be disclosed and problems faced in relation to the employee professionalism. The data source is one of the most vital in research. Error in using or understand the data source, then the data obtained will also miss the expected (Bungin, 2001). Data sources include two types namely: first primary data source, ie data obtained directly from the object of research, namely from Village Officer interview Kayubulan, Lurah, Camat and Society and both secondary data namely the data obtained from Kayubulan Village Office. In regards to that on this section the secondary data types are divided into words and actions, written data sources, photos, below is the description (Moeleong, 2008:157): (a) Words and actions Employee words and actions The observed Kayubulan Village or being interviewed is main data source. Data source main recorded through notes written or by recording video/audio tapes, take photos, or movies. (b) Written sources In

terms of data sources, materials additions from sources written is divided into book sources and scientific magazines, sources from archives, personal documents, and documents the official of the Kayubulan Village. (c) Photo Photos generate descriptive data which is quite valuable and often used to examine subjective aspects and the results are often analyzed inductively. There are two photo category that can be used in research qualitative, i.e. the resulting photo people and photos produced by researcher himself.

To get data in this research, both primary and secondary data secondary data, used some techniques; (a) Observation, that is directly observing the object being studies, especially observing directly to each officer in carrying out daily tasks in addition to observing how their work and results; (b) Interview, which is to ask questions answer directly within informants, using interview guidelines. Data sources that will interviewed in this study is; (1) Camat (key informant); (2) Village Head (key informant); (3) Village Secretary; (4) Section Head 3 people ; (c) Documentation, namely reviewing report documents and do documentation of a events during the study

RESULTS AND DISCUSSION

Research result Employee work professionalism as a form of ability an officer in carrying out their duties and functions effectively and able to respond to dynamics national and global environment including the development of needs and demands of society with create new innovations in order to achieve the implementation professional public service but still aim organization as a reference in carry out their duties and functions. In this research, the researcher wants to reveal how professionalism of employees in the environment lowest level of government Precisely in Kayubulan Village Limboto District in carry out public services. The approach that researchers take to see the professionalism of employees Kayubulan Village, District Limboto uses the opinion of para experts especially Mertin Jr (in Agung, 2005).

Therefore, then the professionalism of employees at Kayubulan Village in terms of perspective; Equality (treatment that the same for the services provided). Equity, Equal treatment to society fairly and equality, Loyalty, (Loyalty given to the constitution, law, leaders, subordinates, co-workers. The various types of loyalty related to each other and do not exist absolute loyalty to a certain kind of loyalty ignoring the others), and Accountability (every apparatus government must be ready to accept responsibility for whatever hedo it and have to dodge right away from the "I'm just" syndrome carry out orders from superiors). The professionalism of the employees is very determined by the ability level employees reflected through day-to-day behavior in organizations.

The level of the employee's ability height will lead faster to the achievement of organizational goals pre-planned, On the other hand, if the level of ability low employee tendency goal organization to be achieved will be slow even deviate from re-plan. Ability term show potential for carry out possible tasks and it is impossible to do. If is called potential, then the ability can also be used for show what you will get done by someone, not what someone has done. According to Islam in Agung, 2005) mentions that every employee must responsible for carrying out their duties effectively, namely by maintain the continuity of tasks properly and smoothly, manage it professionally and implementation of various roles can be trusted. Employee as elements of service process implementers plays an important role in the continuity of the organization operates in the service sector. To create public services that quality, the government is demanded more responsive in carrying out tasks and its function.

The ability that owned by employees in carry out the task must according to the demands of society at the moment. In this case the interest and interest in the task, level of willingness to understand job descriptions, the work given must be appropriate with a specified schedule. Employee professionalism will real if you pay attention to various the real aspect is abilities demonstrated by an employee in development his duties towards service to society. Aspect The ability in question is Equality, Equity (Justice), Loyalty (Faithful), and Accountability (Responsibility).

Employee Professionalism in Review from the aspect of Equality (Equality)

As has been alluded to in parts previously from this research, that factors that determine the output of good public service is apparatus professionalism government itself. In accordance with the function of government is do service to society at its best.

The success of the service goal will be determined among others by professionalism skills his employee (Bollinger & Smith, 2001). Naturally professionalism will not be born like that just ask the availability of human resources both from government institutions especially at the village/kelurahan level Because village officials or employees and The village is at the forefront the government facing directly with the community. Based on the findings in the field illustrates that employees in general have master the job according to main tasks and functions that have been charged to them.

This matter reflects that personally implementing officers have been able carry out their duties in accordance with hope. The ability of employees in provide excellent service demonstrated through an attitude of equality for every society has satisfying (Chen, 2010). Ability here is the extent to which employees Kayubulan Village in do not do their job discriminating status and community groups served

Employee Professionalism in Review from the aspect of equity (fairness)

Aspects of Equity or treatment that equally to society and the existence of equality is form of professionalism in run public services (Edwards & Foley, 1998). In the current development of sensitivity society in terms of justice and equality often raises public reaction in service, when this aspect is not shown by the service provider in this case Kayubulan village officials. The results of field notes that Kayubulan Village employee District Limboto District Gorontalo has been maximized carry out their service duties by being Equity to the community. That attitude Equity is where everyone has the right to say obligation, so all the people get service that is not take sides or be equal and don't choose love for example like serving according to queue.

Employee professionalism reviewed from the aspect of Loyalty (Faithful)

Loyalty is given to constitution, law, leadership, subordinates, Absolute loyalty partner is given to a certain kind of loyalty ignoring the others. Thus, the employees expected to do the service has been on time as promised? Field findings illustrates that Loyalty (loyalty) shown by Kayubulan Village Office employee District Limboto District Gorontalo is very real in terms of loyalty, like keep working the task of the leadership even though not working hours and still serving the community even though it's past hours service.

Employee professionalism reviewed from the aspect of Accountability (Responsibility)

Every government official must ready to accept responsibility for whatever he does and should avoid the syndrome "I'm just carrying out orders" superior". Thus every government officials must be ready accept responsibility for whatever he does. Every employees must adhere to the code ethics and principles set by the institution. Based on the above characteristics it can be seen that very professional staff determined by the ability level employees who are reflected through attitudes and their daily behavior in organization.

Field findings shows that this aspect is the same with the previous three aspects. That every government apparatus must ready to accept responsibility for whatever he does and should avoid the syndrome "I'm just carrying out orders" superior". Thus every government officials must be ready do everything on time because it will accountable, because responsibility also means doing as an embodiment of awareness of responsibilities in a job. Based on the discussion of the 4 the aspects described above describe that it turns out employee professionalism in public services in the village Kayubulan has been good. So that initial assumption or presumption that in Kayubulan Village with limited human resources both in terms of quantity and level of education turns out to be unreasonable to judge employee professionalism in public service. It turns out that employee professionalism can demonstrated by experience and commitment of employees to

duties and responsibilities as civil servants and public servants. As well as other dominant factors are affected by employment status them as Civil Servants. So this is what drives employee's ability to show their commitment in service to the community. This matter in line with research results earlier done by Agrippa Pakpahan (2009) that the role of employee professionalism in public service (Case Study KTP Management Services and Sidamanik District) is good because it is proven by the level employee discipline in do service to public. Likewise results the findings of this study, it is that the employee commitment as a mandatory civil servant do the best service to the community, so that Relevance is discipline in carry out commitments.

CONCLUSION

Based on the results of research and the discussion that has been described in the previous section, the conclusion of this result is as following; (1) The professionalism of employees in public services in the village Kayubulan District Limboto Gorontalo Regency under review from 4 aspects namely; (a) Equality (equality) is Each apparatus does not discriminate between people for served; (b) Equity (fairness) is every officers serve the community according to the queue; (c) Loyalty is every officer always runs every task given superior; (d) Accountability (responsibility) is every apparatus always responsible for what what they do for society according to applicable provision; (2) Good category assigned from The results of this study are proven with source support conditions human resources (employees) who owned by the village government Kayubulan 80% are employees quite senior civil servants. So it's not surprising if the professionalism of employees in public services in this village very visible. Therefore implementation of government in This village is running well and very conducive. Of course this be an example for other urban villages and villages which is in the districtGorontalo.

SUGGESTION

As for what can be suggested from The results of this study are as follows: following; (1) Public services that have been practiced all this time must continue improved; (2) To increase employee professionalism of course must be supported by reinforcement sustainable for the employee; (3) Factors that are still frequent hinder in service in Kayubulan Village is room facilities, especially the room wait still not enough representative, and still lacking convenient for the community. By because it needs to be designed to be air conditioned room.

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