

## **Professionalism of Regional Apparatus in Facilitating The Profession of State Civil Apparatus**

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**ABSTRACT:** A fundamental important issue for each organization in responding to changes in the strategic environment is the professional aspect of human resources that can be seen from the competence and behavior of employees in carrying out their duties and functions. The division of job duties through the organization's work unit is based on specialization supported by professional employee placement. This study uses a qualitative approach with variants of case studies and interactive data analysis with the stages of data collection, data reduction, data presentation, draw conclusions. The results showed that the local apparatus has proficiency, potential expertise, quality services and a conducive work environment in carrying out the business of facility of the civil apparatus of the state, but experienced several internal and external constraints, namely the minimal aspect of work infrastructure facilities in the form of information technology, aspects of lack of understanding about the urgency of administrative order, and weak aspects of coordination between agencies in local government agencies.

**KEYWORDS** - professionalism, local apparatus, professional facility

### **I. INTRODUCTION**

Since the year 2015, the government has given village funds to villages sourced from the country's expenditure budget that transferred through the budget income of districts/cities. The village has the right to manage its authority and funding. However, as part of the unitary State of the Republic of Indonesia, the village government needs to be supervised by a government level.

The Indonesian government launched village funds starting in 2015, to improve the welfare and equitable distribution of village development through the improvement of public services in the village, advancing the village economy, overcoming the development gaps between villages and strengthening village communities as the subject of development.

Professionalism is a reflection of the ability, skill, and expertise of apparatus that can run effectively when supported by the suitability of knowledge level on the basis of educational background with the workload that is the responsibility and also as a reflection of the potential of the apparatus, both in terms of ability, aspects of behavior that include creativity, innovation, and responsiveness of the apparatus in carrying out its duties and functions.

An organization in order to work efficiently, everyone from members in the organizational environment must have the skills necessary for the performance of its duties (Blau and Meyer, 1971). This opinion clearly looks at the importance of employees and leaders to have skills, abilities, and skills in each area of the task carried out in order to achieve optimal organizational performance.

Government organizations like the organization generally demand the professionalism of the state civil apparatus as the key to success in the process of organizing public services. Therefore, the professionalism of the civil servants of the state apparatus needs to be developed and become a special concern for the government. Negative issues of professionalism, especially in terms of the quality and performance of the state civil apparatus need to be responded positively by conducting evaluations. The public sees in general the problem of professionalism of the state civil apparatus can be seen from the lack of integrity, lack of competence, slow performance, and many violations of discipline.

The integrity of the state civil apparatus can be seen from the many deviant behaviors committed by the employees of the state civil apparatus in the form of corruption, collusion and nepotism, such as the case of the Secretary General of the Supreme Court on alleged bribery in the Central Jakarta District Court (Sasongko and Parulian, 2019). Competency problems can be seen from the education level of the majority of the state's civil servants, which, according to the Minister of Utilization and Bureaucratic Reform of 4,475,997 civil apparatuses of the state, as many as 64% of whom only work as administrative officers (Kirana and Ratnasari: 2017).

## **II. LITERATURE REVIEW**

Professionals within the organization have a more general meaning than the professional concepts we discussed earlier. If we previously discussed professionals as those who run their professions with professional ethics, then professionals within the organization are more concerned with understanding the functions of his position and efforts to carry out the description of his position.

It can be concluded that Professionalism has the meaning of quality, quality, and action of horns that are characteristic of a profession or a professional one. Professionalism is the attitude of a professional. It means a term that explains that every job should be done by someone who has expertise in their field or profession. Professionalism also refers to the attitude and commitment of members of the profession to work based on high standards and the code of conduct of the profession. In organizing professionalism is necessary because in doing a task we are required to have an attitude of professionalism so that the task we do get the most out of a bureaucracy.

Professionalism relates to the match between the capabilities possessed by the bureaucracy and the needs of the task. The fulfillment of the match between the ability and the needs of the task is a condition of the formation of a professional apparatus. This means that the expertise and capabilities of the apparatus reflect the direction and objectives that an organization wants to achieve (Newbigging: 1982).

But according to Sianipar in (Sundarso: 2006) to make a professional in providing services, government apparatus must have the ability and knowledge of their respective field of duty as stated that professional service is the ability of a person who has a profession to serve the needs of others or professionals responding to the needs of others.

A government official can be said to be professional if he has several aspects, namely skilled, creative, innovative, committed to tasks, and programs in carrying out his day-to-day work, honesty in carrying out public services, nature and ethics, having the arrest power and accountability to have a very quick readiness or response in performing services, maximizing time effectively and efficiently and having a high responsibility for the work.

Then indicators of professionalism, which include, namely: ability, quality, facilities and infrastructure, the amount of human resources, information technology and reliability. Ali et.al (2020) presented the results of his research to the Information and Communication Office that communication services are an obstacle due to the techniques of the operation of individual employees. Then another study Ali et.al (2020), expressed a tendency for communication dissatisfaction in response to employees to public sector management in providing services.

## **III. RESEARCH METHODS**

The research approach used is a qualitative approach. This approach used to be able to see, know and describe the actual condition in detail and actual to the phenomenon that occurred in the study (Bogdan & Taylor: 1975). Approach by utilizing and collecting data or information in this study where data or information can be from facts in the field with regard to the professionalism of the local apparatus in facilitating the profession of civil apparatus of the state.

Data mining can be through interviews, observations and document data. Data mining through interviews can also be done by phone, video conference or face-to-face. The advantage of this interview is that it can obtain various information as well as results can be used for research purposes.

In qualitative studies with a variety of case studies, researchers clearly scripted the study's problems based on the data obtained and then drawn conclusions. This analysis was conducted by decrypting and analyzing the effectiveness of village fund management in improving village infrastructure in transmigration villages with non-transmigration villages with the interactive model miles and huberman (1984) through the flow of data collection process, data reduction, data presentation and conclusion drawing.

## **IV. RESULTS AND DISCUSSION**

The professionalism of the apparatus in principle contains 2 meanings namely: first, the apparatus profession is required to have skills and reliable expertise to support the smooth implementation of the task. Second, the devotion that is the attitude and actions of the apparatus in carrying out the duties of the government must always put the public interest first than the personal interest.

Professionalism is a reflection of the ability, skill, and expertise of apparatus that can run effectively when supported by the suitability of knowledge level on the basis of educational background with the workload that is the responsibility and also as a reflection of the potential of the apparatus, both in terms of ability, aspects of behavior that include creativity, innovation, and responsiveness of the apparatus in carrying out its duties and functions.

Local apparatus has the ability especially in the proficiency where the employee is quite capable in carrying out the duties of the civil apparatus profession in carrying out the business of facilities of as n

profession such as conveying information to members who are retired, carrying out the mechanism of distribution of assistance, facility of social assistance and welfare or other duties given by the supervisor in accordance with the field of duty.

Then the regional apparatus has the potential to have good enough expertise in carrying out the duties of the state civil apparatus profession in carrying out the business of facilitating the profession of civil apparatus of the state, such as conveying information to members who are retired, carrying out the mechanism of distribution of assistance, facility of social assistance and welfare or the implementation of other duties given by the supervisor according to the field of duty.

Quality services can be provided by employees in relation to the basic duties and functions that have been stipulated in the applicable regulations, such as the implementation of institutional facilities of the state civil apparatus and other institutions, conveying information to members who are retired and other duties.

The work environment is quite conducive and supports the implementation of duties in the field of facilitating the profession of civil apparatus of the state, such as the implementation of institutional facilities of the civil apparatus profession of the State and other institutions, conveying information to members who are retired as well as others. This can be seen from a sense of security and comfort, a warm and cheerful work atmosphere and a high sense of kinship.

Employees are quite reliable in carrying out the duties of the civil apparatus profession in carrying out the business of facilitating the profession of civil apparatus of the state, such as conveying information to members who are retired, carrying out the mechanism of distribution of assistance, facility of social assistance and welfare or the implementation of other duties given by the supervisor in accordance with the field of duty.

However, there are some internal and external constraints in the professionalism of the regional apparatus in facilitating the profession of civil apparatus of the state, as follows, namely:

First, limited information technology in conveying information. Limited information technology in conveying information to full-time members about the deadline for submitting applications, so that often the application application passes the specified deadline of one month starting from the date of the full member so that it is considered that the person does not need assistance, where the media information used so far through the letter coordinated to the relevant agency and not maximally in the utilization of technology or other media. In addition, the lack of infrastructure to support the delivery of good information through communication media also causes the information provided to be less integrated.

Second, the understanding of professional members about administrative discipline or assistance distribution mechanisms is still low. The low understanding of members' understanding of the mechanisms of aid distribution is seen from their indiscipline in obeying rules such as member pain relief distribution mechanisms that are at least three days of hospital treatment but sometimes there are members who are only one or two days of treatment where applying and that is not in accordance with the prevailing rules.

In the procedure or mechanism of pain relief members must meet several requirements, including a letter of introduction from the head of the regional device task force, a certificate of pain/care from a Government Hospital or Private Hospital, a referral certificate from a Government Hospital or a Private Hospital.

Third, low coordination between agencies. It is known that low coordination between agencies that receive circulars about the mechanism of distribution of assistance to members causes information awareness in order to fulfill the requirements of aid distribution. The receiving agency does not inform its members thoroughness of the information that affects the members' ignorance of the circular containing the distribution of assistance.

## **V. CONCLUSION**

Local apparatus has proficiency, potential expertise, quality service and a conducive work environment in carrying out the business of facilitating the profession of civil apparatus of the state, but experienced several internal and external constraints, namely the minimal aspect of work infrastructure facilities in the form of information technology, the aspect of lack of understanding about the urgency of administrative order, and the weak aspect of coordination between agencies in local government agencies.

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