

**THE WORK PROFESSIONALISM OF EMPLOYEE
IN PUBLIC SERVICES AT MENUR PUMPUNGAN VILLAGE OFFICE,
SURABAYA CITY**

Alvionita Pratama,

Public Administration Department,
Faculty of Social and Political Sciences,
University of 17 Agustus 1945 Surabaya,
alvionitapratama5@gmail.com;

Rachmawati Novaria,

Public Administration Department,
Faculty of Social and Political Sciences,
University of 17 Agustus 1945 Surabaya,
nova@untag-sby.ac.id;

M. Kendry Widiyanto,

Public Administration Department,
Faculty of Social and Political Sciences,
University of 17 Agustus 1945 Surabaya,
kenronggo@untag-sby.ac.id;

ABSTRACT

The role of employee work professionalism is largely determined by the level of ability of employees which is reflected through their daily behavior in the organization. The ability of employees to provide public services leads to the achievement of a company's goals that have been planned. The low quality of public services is due to the low professionalism of public officials in providing public services. Unprofessionalism of public officials in providing public services can lead to demands and cause the public (society) to be dissatisfied with the services provided by public officials. This research was conducted to know the Professionalism of Employees in Public Services at the Menur Pumpungan Village Office, Surabaya City. The research method used is a qualitative research method using observation data collection techniques and informant interviews. From the results of the analysis, it is known that the skills and responsibilities of employees in Menur Pumpungan Village, Surabaya City state that the implementation of public services, employee attitudes, and employee readiness are quite satisfactory. However, from the discipline in providing services, it is still considered unsatisfactory. Increasing the Professionalism of Employee Work to improve the quality of public services.

Keywords: *Professionalism of employee, public services, Menur Pumpungan Village*

A. PRELIMINARY

The reformation brought an atmosphere of hope to the lives of the Indonesian people. At the first level, demands for reform target the state apparatus as public service providers. People want good governance and the best understanding of society about good governance is the implementation of the decentralization policy.

The community also wants government officials/equipment who are professionals in their fields. In this period of reform, the professional machine resources of public administration must be managed in such a way that they have greater national influence, can better handle public service tasks, community strengthening, and social responsibility. economic growth. The implementation of regional development is not optimal if government officials/employees are unable to carry out the government's vision and mission. Personnel Policy Law No. 3 of 1999, 3(1) defines Civil Servants as government agencies whose duty is to serve the community by carrying out their duties in a professional, honest, fair, and just manner. Komaruddin, (2001: H.36). Public services can only be provided by civil servants and recognized by the community as users if the services are provided by experts (bureaucracy). Bureaucratic professionalism is very important because the needs and interests of society are very complex. Therefore, public services recognize when the provision of public services meets previous expectations, whereas in public services the service time is shorter and the quality provided is relatively better. Dwiyanto and Agus, (2011: p. 81).

Every professional worker adheres to moral values that guide and support noble deeds. In carrying out their professional duties, professionals must act objectively, without shame, emotion, anger, laziness, and suggestions for action. The profession thus clearly has to have a certain vocation, which is obtained during a certain training process, and apart from that, the implementation of activities also involves a spirit of service (vocation). The professionalism of employee work is largely determined by the skills of employees which are reflected in their daily activities. This should be related to the employee's ability to perform the task. Professionally, bureaucrats or civil servants must be professional in their work, as well as law-abiding, impartial, rational, democratic, independent, innovative, and honest, and follow the ethics of public administration in the field of service to society.

Professional employees must have a strong principle of integrity. Of course, the principle of honesty is not only presented as a motto but must also be applied in the administration of the bureaucracy. The task consists of the six principles of integrity regulated in the Article which are stated in personal behavior, execution of duties, capacity and ability, diligence, efficiency and effectiveness, protection and enhancement of the reputation of government agencies, and display of sincerity and enthusiasm or alertness. , maintaining public trust. The smooth implementation of organizational tasks is highly dependent on the perfection of highly dedicated employees who can work professionally, effectively, and efficiently to improve the smooth running of administrative operations. The administrative machine as a service to society and public service thinks and tries to achieve its goal of serving society at various levels. This assumes that the

government will continue to improve the quality of services provided. The services provided by public officials to the public are certainly not expected. It is assumed that in the era of regional autonomy, the quality of service will continue to decline and the professionalism of state services will continue to decline in the regions. The poor quality of public services provided by employees creates a bad image of the government in society. People who deal with bureaucracy often complain and are frustrated by the inability of staff to provide service. Community services will not run optimally without the willingness of professional apparatus to implement the government's vision and mission.

B. LITERATURE REVIEW

According to Martin Jr, (In Thoha, 2001: h.75) the professionalism characteristics of the apparatus which are indicators of the professionalism of employee work, include:

Proficiency in Using types of equipment

Proficiency is an element of maturity related to knowledge and skills obtained from education and training as well as experience. Employee professionalism is largely determined by the level of ability or proficiency of employees which is reflected in their daily behavior. The term refers to the potential of employees in carrying out their duties and parts. The aspects of professionalism can add to the understanding of professionalism, namely:

- a) The potential aspect of every workforce certainly has dynamic potentials, which can be developed and continue to grow
- b) Aspects of professionalism every employee has the expertise that is different from others depending on their respective fields. This causes a person to continue to improve his skills to work more reliably.
- c) The functional aspect of employees carrying out their work based on effective results, meaning that they work according to their duties and functions.
- d) The operational aspects of each employee can utilize their abilities and skills in the processes and procedures for carrying out the work they are committed to.
- e) The personal aspect of each employee must have personality traits that support his work.
- f) The productivity aspect of each employee must have a work motivation and achievement both in quality and quantity.

Readiness

Readiness of employees to provide services needed by the public. Willingness to help and provide fast (responsive) and appropriate services to customers, by delivering clear information.

Responsibility in Service

The demand for accountability for every activity carried out in the public interest is important for the continuation of a good government system based on trust. The responsibility of the service officers, which includes services according to the time sequence, is to contact the public as soon as possible if something happens that needs to be notified immediately. The leadership of the public service provider or the appointed official is responsible for administering the

service and resolving complaints or problems in the implementation of public services.

Discipline

Theoretically, loyalty is related to the level of discipline, especially in terms of compliance with applicable regulations. Discipline will be realized well if employees can comply with existing regulations. Loyalty is also closely related to the ability to take responsibility for work tasks and responsiveness. In addition, loyalty does not discriminate in the provision of services based on certain groups.

Attitude

Everyone in a company has the skills, attitudes, and knowledge needed to be able to provide certain services. Politeness, respect, attention, friendliness, and good communication in the sense of providing information to the public in a language they understand, and always listening to suggestions and complaints.

C. RESEARCH METHODS

The type of research in this study is descriptive research, with a qualitative approach. Mayer and Greenwood (in Ulber, 2012:27) state that qualitative descriptive research solely refers to the identification of distinguishing traits or characteristics of a group of people, objects, or events. Descriptive qualitative involves a process of conceptualization and results in the formation of classification schemes. Descriptions like this symbolize the initial stages of the development of something discipline. In this study, the approach taken is approach qualitative. This means that the data collected is not in the form of numbers, but rather the data comes from interview scripts, documentation, and research informants.

D. RESULTS AND DISCUSSIONS

The professionalism of employee work is largely determined by the level of ability of employees which is reflected in the daily attitudes of the organization. A high level of employee ability will more quickly lead to the achievement of pre-planned organizational goals, conversely, if the level of employee ability is low, the tendency for organizational goals to be achieved will be slow and even deviate from the original plan. According to Islami in Agung Kurniawan, (2005: h.79) states that every employee must be responsible for carrying out his duties effectively, namely by keeping the tasks going properly and smoothly, managing them professionally, and carrying out various roles that can be trusted. Employees as implementing elements of the service process play an important role in the sustainability of organizations engaged in the service sector. To realize quality public services, the government is required to be more responsive in carrying out its duties and functions. In this case, the interest in the task, and the level of the employee in carrying out the task must be in accordance with the demands of the community when they are willing to understand the job description, the work given must be in accordance with the specified schedule. In this case, the ability to use the tools available to support the work, readiness in the application of services, namely discipline in starting and completing services, diligence and persistence in doing the work for which they are responsible, obeying all the

regulations that underlie the field of work, the attitude of the apparatus in providing services to the people. based on what will happen research on Employee Work Professionalism in Public Services (workplace study of Menur Pumpungan Village, Surabaya City) which is seen from several indicators of Work Professionalism.

E. CLOSING

Conclusions

It can be concluded that the skills of public service officers in the Menur Pumpungan Village Office, Surabaya City, namely Conclusion:

Based on the research results, it is known that officers know how to use computers and software on average, and work according to the main tasks and functions given to them. It reflects the ability of individual enforcement agencies to perform their duties as expected.

Regional service readiness is quite good because officers can show their readiness by providing important services and easily accessible service information.

The method used by employees to carry out each job with full responsibility and responsibility to appear effective and competent and create changes for the betterment of the organization.

Work discipline is not to be feared but followed with full awareness and sincerity. During the implementation of services at the Menur Pumpungan Surabaya sub-district office, at certain times the service was quite good, some were often late because there were tasks outside that required employees not to be in the office. And according to research results, employees know how to complete tasks in their free time and also know how to use their work time.

Friendly service staff is one of the determining factors for service users to get a good assessment of the services offered. The polite attitude of civil servants in providing services is a special level of comfort for service users determined by the community. Even though it is the obligation of public service providers to serve the community and the community's right to get good service.

Suggestions

To improve skills in using equipment used in administrative services, special training is needed for employees, and it is also necessary to pay attention to the level of training during the service. We are increasing the readiness of facilities in Menur Pumpungan Sub-District Surabaya to provide services to the community, and relevant and easily accessible information about services.

As a lower district official, one has to keep the responsibility for the assigned tasks to be carried out more responsibly and consistently in a good society.

At the Menur Pumpungan Village Office, Surabaya City, to improve the quality of public services, discipline must be further improved and existing regulations must be obeyed.

The attitude of employees about providing services must be maintained and developed further so that people feel happy with administrative service activities.

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