

## PROFESSIONALISM OF CIVIL STATE APPARATUS ON THE SECRETARIAT OF DISTRICT EAST KUTAI

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### ABSTRACT

This research will answer four research questions, those are: 1) How is the professionalism of the regional secretariat staff of Kutai regency seen from the criteria for job performance? 2) How is the professionalism of the regional secretariat staff of Kutai regency seen from the criteria for accountability apparatus? 3) How is the professionalism of the secretariat staff of the area east Kutai regency seen from the apparatus loyalty criteria?, 4) How is the professionalism of the regional secretariat staff Kutai regency seen from the apparatus capability criteria?. The method used is the method of combination of quantitative-qualitative research. collecting data through techniques questioner, interview, and documentation. Intake of respondents and informants is based on simple random sampling. The process of data analysis include data reduction, data presentation, and conclusion. Research results of this study indicate profesionalisme apparatus secretariat districts still under fair and not show something special in the eyes of society so that it can be said apparatus professionals in the secretariat area east Kutai regency can be justified in terms of loyalty, capability and accountability of the work but the performance is still considered need to be improved. the overall professionalism of the regional secretariat officials Kutai regency are in the medium category with a score of 2.12, which means the level of professionalism of the four criteria have been met but does not highlight the profesionalisme of work performance criteria and this is what needs to be improved by the Kutai regency government in order to create professional employees the ideal of the four criteria of professionalism portrayed.

**Keywords:** Professionalism, Civil State Apparatus.

### INTRODUCTION

To organize the bureaucratic process and apparatus from the high to the lowest level, required a paradigm shift that provides a breakthrough or a new thought. good governance can come true, if supported by personnel who have high professionalism that puts the fulfillment of transparency, accountability, responsibility and the public, namely by minimizing wasteful use of the financial resources of the government (the state) and also simultaneously strengthen the legislation which serves as the foundation to carry out the duties.

The formation of professional personnel in the opinion of Siagian (2000), requires specific knowledge and skills developed through education and training as an instrument for updates. With specialized knowledge and skills possessed by the authorities allow it to run errands and deliver public services with high quality, timely, and simple procedures. Yet another view seen of the opinion of Sulistio & Budi (2009), says that bureaucracy is the whole government officials, both civilian and military duty to help the government (to provide public services) and receive a salary from the government because of their status. If only by salary, then the

job is done only improvise without giving more value to the work performed. Apparatus less likely to do any significant change or innovation of what they do. This condition is caused by managerial style in public organizations, such pathologies Also because of climate and conditions in bureaucratic organizations tend to provide incentives to employees who are loyal servants of the creative and innovative. Bureaucracy forced to be more sensitive to the changes and seek new approaches for the development of services to the public. As well as leaving the service process is very procedural and bureaucratic. The existence of formal rules is not an excuse to not improve the way work is responsive as well as playing on the rules to authorize any action. The work can actually be done quickly and simply made to be long and require great expense.

Challenges professionalism of the State apparatus is currently as follows, their chances of misuse of authority / power which would disadvantage the state and society, legal mafia, facing global competition is increasingly complex, and various other crucial issues. At this time, in order to realize the state apparatus that can be justified, officials reforms should be carried out continuously, sustained by the motivation to seek a more effective and efficient. (Effendi, 2008). Professionalism of the Civil Service is the fulfillment of fit between the capability of personnel with the task requirements as requirement the formation of the professional apparatus. That is, the expertise and capacity of the reflecting direction and objectives are achieved by an organization. When an organization strives to provide excellent public service, the professionalism of the organization based on the objectives to be achieved. (Tangkilisan, 2005).

To answer the challenge, necessary changes come about through bureaucratic reform as proposed by Sedarmayanti (2009), which says that reform is a process systematic attempt, integrated, comprehensive, aimed to realize good governance. Bureaucratic reform begins with government policies that are born through legislation that better accommodate and adjust the position of the civilian state apparatus.

Law no 5 of 2014, concerning the State Civil Apparatus, is expected to improve the management of government-oriented public services because ASN ( state civil apparatus ) no longer oriented to serve his boss, but the community. This rule puts the ASN as a profession that is free from political interference and will implement an open career system that promotes the principles of professionalism that has the competence, qualifications, performance, transparency, objectivity, and free from corruption that is based on human resource management and put forward the merit system towards realization of professional government bureaucracy.

Government officials including the professional category requires specific knowledge and skills developed through education and training as an instrument for updates. With specialized knowledge and skills possessed by the apparatus allows the fulfillment of the match between the ability of the apparatus to the needs of the task is a requirement that professional formation apparatus. This means that the expertise and capacity of the reflecting direction and objectives to be achieved by an organization. When an organization seeks to provide a public service organization's prime then basing the professionalism of the objectives to be achieved.

In order to improve the performance of the local government, the factors of human capacity development became very urgent. In addition to responding to the high demand of the people of local government performance, capacity development (capacity building) human resource

cannot be released by the government's desire to run good governance, which is geared to practice the ideal governance (Ginting & Daeli, 2012). Government policy is needed in order to realize or create bureaucracy qualified human resource those who possess the competence and high professionalism in performing their duties and positions. Great attention from the government to develop the professionalism of bureaucratic apparatus can be seen from the direction of national policy in the field of personnel resources the State, namely improving the quality of the State apparatus by improving welfare and professionalism as well as impose a system based career performance with the principle of reward and punishment, improve the functioning of professionalism of the bureaucracy in serving the community and accountability in managing State assets in a transparent, clean and free from abuse of power and improve the welfare of the State Civil apparatus to create an apparatus which is free from corruption, to work productively and efficiently, responsibly and would get the highest professional employees.

Past research on profesionalisme apparatus Regional Secretariat never been done before in the district of Aceh Besar Study on Factors Capability and Performance (Rahmad, 2013) findings, that professionalism is still low that is influenced by an understanding of the vision and mission of the organization, authority and responsibility in the organizational structure, leadership and the award is less aligned with organizational goals. These things need to get serious consideration to determine the achievement of organizational goals. The government needs to socialize depth and replanting values or if required redefining the vision and mission of the organization, selection and recruitment of leaders and employees in accordance with the field of expertise, providing the opportunity subordinates to make decisions courts, the provision of incentives as needed and based on expertise or achievements, and provide motivation and opportunities to increase knowledge and skills is expected to grow responsiveness and innovation personnel in order to realize a professional government officials.

In contrast to research conducted at this time, which is viewed from 4 indicators as follows: (1) Performance, the performance can be interpreted as job performance, work practices, work performance. According to Gibson, performance or reliability and performance are the desired results from behavior, achievement is derived in sequence and within a certain time. (2) accountability apparatus, accountability is a strategic policy, it should be implemented to encourage compliance with the duties and performance of employees. Accountability is also an obligation to give responsibility to the performance of certain parties. (3) Loyalty Officer, Loyalty apparatus relating to the characteristics of the figure of professionalism is loyalty given to the constitution, law, leadership, subordinates and peers, various types of loyalty are related to one another and no loyalty absolute given to the kind of loyalty particular with neglecting the other. (4) Ability Apparatus / employees, the ability is one element of maturity with regard to the knowledge and skills obtained from education, training and experience. Professionalism of employees is determined by the level of capability of employees are reflected in daily behavior (Royen, 2007).

The thing that distinguishes this study, the approach to research conducted further described in the Methodology section, but it is important to note that this study will provide an overall picture of the professionalism of Kutai regency secretariat apparatus seen from a number of criteria such as job performance, accountability apparatus, loyalty to the ability of the apparatus.

## METHODOLOGY

This research was conducted at the office of the Secretariat of the East Kutai district. This research approach uses a combination of models (Creswell, 2010) namely a quantitative-qualitative (Mix Method). The study involved 75 respondents from the community researchers using simple random sampling technique is a sampling technique that members of the population was randomly without regard to strata that exist in this population. Data collection techniques used in this research is questionnaire distributed to respondents, interviews to informants civil Apparatus country east Kutai regency using interview guide. Documentation for the study of literature, documents, and other written sources with ties to the need for data and information on this research. In this study, the research approach as the primary qualitative / quantitative as supporting primary / secondary. Then support quantitative data with scoring average with interpretive <2 means low, 2-3 means moderate and > 3 means high. Further data analysis performed interactively and continues over time until complete. The series of processes include data reduction, data presentation, and data verification (Sugiyono, 2011). The circuit is used in describing the results of research on the professionalism of state civil apparatus in the Secretariat area Kutai regency will answer the following research questions:

1. How is the professionalism of the regional secretariat staff Kutai regency seen from criteria presetasi work?
2. How is the professionalism of the regional secretariat staff Kutai regency seen from the apparatus of accountability criteria?
3. How professionalism of secretariat apparatus area east Kutai regency seen from the apparatus loyalty criteria?
4. How is the professionalism of the regional secretariat staff Kutai regency seen from the criteria for the capability of personnel?

## FINDINGS AND DISCUSSION

### Work performance

Based on the research results, performance criteria have a value score about 2.10, which means that in medium category. Employee performance area east Kutai regency secretariat is not so prominent. this can be seen from the results of the regional secretariat staff interviews Kutai regency suggests that staff job performance is difficult to measure but the work they do will be appreciated in person by the leadership. Last size success from a personnel department is job performance. Since both the department itself and employees need feedback on their efforts, the performance of every employee needs to be assessed. Quality of work that is based on established standards. Usually measured by accuracy, precision, skill, cleanliness work. Performance appraisal can improve decision-making personnel and provide feedback to employees about their operations. Hence the usefulness of performance appraisal can be fed back into work performance directing career decisions, that is about specific career paths that exist in the area east Kutai regency secretariat.

Based on the results of performance appraisal interview conducted by ASN (state civil apparatus) oriented to increase work performance and development potential of ASN. In this Government Regulation determined, that is authorized to make performance appraisal ASN is an official appraiser, the direct supervisor of the ASN concerned with the provisions of the lower echelon V or other official specified. The purpose of performance appraisal is to ensure the objectivity of coaching ASN conducted based systems work performance and career system that places the emphasis on system performance. Performance appraisal is a process

that begins with a series of performance management of all planning work performance such as Target Employee Work, benchmarking covering the aspects of quantity, quality, time, and cost of each activity office tasks. This remains an area that needs to be addressed Kutai regency government to make employees more professional in terms of job performance. Mangkunagara (2002: 33) defines job performance is the result of the quality and quantity of work accomplished by an employee in performing their duties in accordance with the responsibilities given. Job performance is a result of a person's work achieved by carrying out the tasks assigned to them based on skills, experience, sincerity and time. It is yet to be realized to secretariat apparatus in east Kutai regency because there is an outstanding achievement that can be shown.

Performance appraisal is used to increase organizational performance through improved work performance, development potential, and career ASN concerned and management development, organization, and work environment. Head of an official appraiser functionally not merely give legal assessment from official appraiser, but rather serves as a motivator and evaluator how effective official appraiser to assess, to compensate for the assessment and perception of assessors officials in an effort to eliminate biases assessment. ASN performance appraisal system that is open.

### **Apparatus Accountability**

Based on the research criteria of accountability apparatus has a value score about 2.14, which means that in medium category. Accountability is a strategic policy, it is implemented in the secretariat of east Kutai regency to encourage compliance with the duties and performance of employees. Accountability is also an obligation to give responsibility to the performance of certain parties. Accountability is also an instrument for the control activities mainly in achieving results in the public service. In this connection, the necessary performance evaluation was conducted to determine the extent to which the achievement of results and the means used to achieve it. Control as an important part of good management is complementary to accountability. In other words, the control cannot be run efficiently and effectively if it is not supported with good accountability mechanisms and vice versa.

Based on interviews, it is known that accountability can be seen from staff performed work report given to the head in full. Media accountability which can adequately express the form of reports to the achievement of objectives through the management of the resources of an organization, for the achievement of goals is one measure of the performance of individuals and organizational units. These objectives can be seen in the organization's strategic plans, performance plans, and annual work program, keeping in mind that Long and Medium Term Plan. Other media accountability, which is effective can be an annual report on the achievement of the basic tasks and functions and targets as well as aspects such as the development of financial aspect, the aspect of infrastructure, human resource aspects and others.

Accountability is a strategic policy, it should be implemented to encourage compliance with the duties and performance of employees. Accountability is also an obligation to give responsibility to the performance of certain parties (Royen, 2007). Then (Raba, 2006) defines accountability as a condition in which individuals exercise the powers restricted by the external device and internal norms. Thus, accountability has two sides, internal and external. Externally, accountability means having to account for the setting of resources or authority. Instead the inside accountability refers to the internal norms such as the direction of a



professional, ethical, pragmatism for the implementation of the responsibility to managers in their daily tasks. The concept of accountability as the examination is as important as accountability as a tool outside. However, it is not surprising that the exterior of accountability is emphasized rather than the inside because the outside more easily seen and operated rather than the inside.

The accountability of local civil Secretariat east Kutai regency is done to anticipate the various constraints in the main tasks ie helping the Regent in formulating policies and coordinating the execution of tasks across the regional work units. Secretariat area Also accountable for the implementation of the authority granted in their respective sectors especially closely related to accountability for the effectiveness of activities in achieving the goals or targets or policies established service it.

### **Apparatus loyalty**

Based on the results of the study, the criteria of loyalty apparatus have a value score of 2.05, meaning that in medium category. Loyalty apparatus neutrality in the context of ASN, ASN more neutral in the sense of keeping distance and distance themselves from the political realm and the power of a battle strategy ASN expected to be more professional in their work. The ASN which does not promote the interests of self or group, but rather promotes the interests of the public. Government regulation has been set up with a clear position of ASN as a neutral profession with the aim to provide public services in a professional, honest, fair, and equitable. Loyalty apparatus relating to the characteristics of the figure of professionalism by Islami in (Royen, 2007) is a loyalty given to the constitution, law, leadership, subordinates and peers, various types of loyalty are related to one another and no absolute loyalty given to one certain types of loyalty at the expense of others.

ASN as servants of the state must carry out the tasks mandated by the state to him and as a public servant, ASN is essentially obliged to serve the community instead of being served by the public. So it is expected that the mindset of bureaucrats can be changed from serviced to serving. In doing public service work must be built a common vision and commitment and understand the spirit of professionalism. Professionalism of government officials became one of the issues that are important in the implementation of the Government. Great authority owned by the government would only benefit the wider community if followed by improved professional ability of its agents.

### **Apparatus Ability**

Based on the research criteria of ability of the apparatus has a value score that is 2.20, which means that in medium category. Apparatus Ability obtained through the education and training of employees who contributed to the improvement of productivity, effectiveness and efficiency of the organization. Education and training for servants should be regularly maintained so that every staff competence for organizational performance improvement.

Based on the interview can be seen that the ability is one element of maturity with regard to the knowledge and skills obtained from education, training and experience is known that the ASN, ASN has a good knowledge and skilled in the work done. Professionalism of employees can be seen on the level of staff as reflected in everyday behavior in the workplace through activities performed either by assignment or activity which is in contact with the public. Basic considerations agencies in implementing training for employees is coaching and

career development concerned, the purpose of promotion, budget availability and staff requirements who follow the training. For the selection of employees who participate in education and training based on the needs of the organization, the reasons for the performance, capabilities and skills of staff, rank. Government officials must be professional, effective, simple, transparent, open, timely and active and can improve quality of life in the sense of increasing the certainty of the individual and society. To actively determine its own future, in the sense of allowing each member of the community to develop the ability and creativity to organize and determine its own future. (Widodo, 2001).

To help identify the capacity of officials then made a competence map which is used as the basis for consideration of Regents as officials and the staff development and stakeholders human resources of others to draw up the career development of officials of the structural environment Kutai regency government through the arrangement of placements taking into account recommendations from the assessment of personal competence considered far more rational and less cause social unrest major psychological both for agencies and personal when compared with the effects of psychological social policy to remodel or replace the whole personal in a position certainly been based on the ability of the apparatus in carrying out the work, especially related to the organization of the planning, implementation, monitoring, and evaluation of technical policy in the field of public governance, economy and development, people's welfare, as well as the general administration of government which is the task of the regional secretariat staff Kutai regency.

Law No. 5 of 2014 concerning the State Civil Apparatus governing employee competency development through education and training. In Article 70 stipulates that every staff of the State Civil Apparatus (ASN), have the right and opportunity to develop competence. The competence development such as through education and training. During the trial the orientation or the Civil servants, integrated education and training process to build moral integrity and honesty, passion and motivation of nationalism and nationality, personality traits superior and responsible and reinforce the professionalism and competence of the field. To develop competence ASN government departments are required to plan the development of competence in the work plan annual budget in order to develop a career in particular ASN.

Based on the overall criteria of professionalism in the regional secretariat, Kutai regency can be seen that the overall professionalism of the personnel included in the medium category with a total average score of 2.12, which is classified as moderate. This shows profesionalisme apparatus secretariat districts still under fair and not show something special in the eyes of society so that it can be said apparatus professionals in the regional secretariat east Kutai regency can be justified in terms of loyalty, capability and accountability of the work but the performance is still considered to be improved.

Finally, the study found that, in order to increase employee profesionalism in east Kutai regency secretariat need to highlight the achievements of the work that will in the future require that all components in the system of the apparatus of government must continue to improve the productivity and quality of work. That is because the people who always want to get the services and quality of life were also good. Every component of government engaged in service to the community we've started to see any improvement work system which can indeed be said to begin to quality. Surely it must continue to be encouraged so that the service can be more qualified again. Law No. 5 of 2014 on the ASN in conjunction with the payroll system and the social security employees stating that the ASN, ASN staff salaries will be awarded based on the workload, the risk of job, job responsibilities, and the achievement of

agreed performance. It can also become a factor triggering the ASN labor productivity to continue to improve productivity, because everything they do is already adapted to the welfare they will receive. Hence everything must be balanced between performance and revenues.

## CONCLUSION

Professionalism apparatus that review of aspects of job performance, accountability apparatus, loyalty and overall Traffic apparatus included in the medium category with a total average score of 2.12, which is classified as moderate. This shows professionalism apparatus secretariat districts still under fair and not show something special in the eyes of society so that it can be said apparatus professionals in the secretariat area east Kutai regency can be justified in terms of loyalty, capability and accountability of the work but the performance is still considered to be improved. job performance can be seen through the work they did appreciated in person by the head, if judged successful and have a positive impact then accountability is a strategic policy, it is implemented on a regional secretariat Kutai regency to encourage compliance with the duties and performance of employees, while loyalty apparatus indicates the mindset of bureaucrats to change from being served into airport that shows the characteristics of the government apparatus as a servant of the state and professionalism of staff can be seen on the level of staff that is reflected in everyday behavior in the workplace through activities performed either by assignment or activity which is in contact with the public. Overall it can be seen that the apparatus is not so prominent in terms of job performance but other criteria sufficient to provide an overview professionalism of employees that is through loyalty given, the ability gained from education and training and accountability work undertaken has met the criteria of professionalism despite job performance need to be improved in the future.

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