

Work Professionalism toward Improving Administrative Governance of the Jauh Pandang Village Government, Pitumpanua District, Wajo Regency

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ABSTRACT

Determining the level of professionalism in the job and enhancing the administrative governance of the Jauh Pandang Village, Pitumpanua District, Wajo Regency government are the goals of this study. Random sampling was the sampling method employed. In this study, 91 individuals made up the sample, out of a total population of 1.080. The results of this research show that the professionalism of the apparatus is 75% in the good category. Improved administrative governance 68% good category. This shows that work professionalism has an impact on improving administrative governance in Jauh Pandang Village, Pitumpanua District, Wajo Regency with a value of $t\text{-table} < t\text{-count}$ ($2.515 > 1.666$) with a percentage of 71%, where work professionalism affects improving administrative governance

INTRODUCTION

Education and improving people's welfare are the two main national goals of Indonesia, by the fourth paragraph of the 1945 Constitution. Thus, every citizen has the right to public goods, public services, and administrative services, and the state is obliged to fulfill these demands. Good public services and an efficient political system are ways to achieve this. The provision of high-quality public services must keep pace with societal needs, as well as changes in state and federal sectors of life. Providing public services also requires the use of good governance.

Law no. 6 Article 1 Paragraph 2 of 2014 concerning Village Government "Village Government is the administration of government affairs and the interests of local communities in the government system of the unitary state of the Republic of Indonesia." In essence, administration is a service to citizens, for this reason, the government is obliged to provide good and professional service.

Excellent governance is characterized by efficacy, efficiency, and professionalism. On the other hand, if officials who are highly qualified and highly value maintaining accountability, openness, and public duties can encourage good governance, then this can become a reality. This can be done by simplifying bureaucratic processes and reducing the amount of state money that is wasted. One of the hardest jobs for public employees is to complete their activities and obligations following community goals and free from complications of collusion, nepotism, and corruption.

Public services are actions carried out by the government that provide benefits to the wider community or society. In the face of social change and community dynamics which is the goal of service, the attention, will and solitude of government officials are present in this action. If public services meet people's expectations in terms of quality, speed, and lower costs, people's sense of satisfaction will be fulfilled. Providing services to the community to improve community welfare is the main task of government officials

LITERATURE REVIEW

A person's profession functions as a reflection of his talents, knowledge, and experience. If the responsibilities given to them are by their educational background and level of knowledge, this profession can run well. Apart from that, professionalism is a symbol of the individual potential that officials have in terms of skills and behavior, such as creativity, responsiveness, and originality in carrying out their roles. (Sabrina et al., 2020).

According to Siagian, (2009:63), The ability to do work with high quality, precision, timeliness, and customer-friendly procedures that are easy to understand and follow are characteristics of professionalism (Ramadhan, 2018). According to Garman (2006), Professionalism is the ability to adapt personal and organizational behavior to professional and ethical standards that include responsibility to customers and society. (Nenas et al., 2019).

One approach to viewing governance is as a means of managing and controlling interactions between organizational stakeholders and management. When governance is practiced, it controls the institutional procedures, customs,

and policies that influence the administration, direction, and control of an institution. (Amalia Yunia Rahmawati, 2020b).

Effective village governance is the implementation of a village government that carefully complies with applicable laws and regulations while maintaining openness, accountability, responsibility, independence, and equality/fairness. Therefore, village government administrators need to master village governance so that orderly village government can be implemented. To avoid or at least implement a village government consisting of the village head, village officials, and BPD, it is a good idea for us to study and understand the implementation of village government. This will make the task of the village head and village officials in the area easier. Minimizing errors made when checking accountability and administrative records. (Kindangen et al., 2018).

Professionalism and administrative governance are interconnected. This means that if employee professionalism is increased, it will encourage an increase in the quality of public services themselves. Changes in the government bureaucracy to always be professional and perform at a high level are a hope that must be realized by every government agency as a form of successful service to the community. Professionalism and high performance will not be achieved if it is not balanced with a willingness to make changes. In this case, public services will not function well if they are not supported by professional staff to implement good governance within their authority. (Amalia Yunia Rahmawati, 2020a)

METHODOLOGY

There is a quantitative research design used. Random sampling is the sampling method used. In this research, descriptive analysis is the analytical method used. In this study, the sample numbered 91 people from a total population of 1,080 people. Data collection methods used include surveys, literature research, interviews, and observation. Using the IBM SPSS Statistics 22.00 program, validity testing, reliability testing, and basic linear regression analysis are the data analysis approaches used.

RESULTS AND DISCUSSION

An employee's level of ability largely determines their professionalism, which is reflected in their daily behavior in the company. If employees have a high level of ability, previously established organizational goals will be achieved more quickly. on the other hand, if employees lack capabilities, goals may take longer to achieve and may even deviate from the original plan. The ability to perform possible and impossible activities is indicated by words. Ability in this context refers to the strength inherent in a person, if I may use the term potential. Furthermore, one can use the term "ability" to describe what a person is capable of achieving, rather than what they have previously achieved. (Oroh et al., 2017)

Sedarmayanti (2010:96) believes that professionalism is the foundation that will make bureaucracy an efficient government tool and a benchmark for how well the apparatus functions. The four pillars of professionalism are

accountability, efficacy, efficiency, and competence. The ability of an organization's personnel to carry out their duties professionally, efficiently, and effectively to improve the smooth running of government is an important part of the organization's success. As civil servants and community service providers, government employees consider and strive to achieve community service goals at various levels when carrying out their duties because the professionalism of bureaucrats and civil servants does not function well.

Professionalism can be determined by various factors, including talent, caliber, available resources, infrastructure, and information technology. (Siagian 2009:163):

Ability

The capacity to become proficient in a skill that is innate or acquired through instruction or experience and used to accomplish a task realized through one's actions is known as ability.

Quality

Quality is a dynamic state and is related to people, processes, environments, goods, and services that meet or exceed expectations.

Facilities and Infrastructure

The collection of instruments used in carrying out an activity are facilities and infrastructure. The core equipment and auxiliary equipment that make up these tools are used to achieve the desired results.

Number of Human Resources

The potential that each individual has to provide benefits to a business or organization according to their talents or competencies is called human resources.

Information Technology

A set of instruments known as information technology facilitates data processing and manipulation.

Reliability

Reliability can be defined as the consistency of different sets of measurements or measuring instruments providing the same results (Ramadhan, 2018). According to Siagian (1991:2), "The complete process of turning choices into action is called administration and usually involves two or more individuals working together to achieve predetermined goals. (Ii et al., 2012).

The indicators of administrative governance according to Daniri (2005) are:

Transparency

Openness of information during the decision-making process and when information is open is known as transparency. Preventing conflicts of interest between stakeholders in management is the main result of implementing this transparency concept.

Accountability

Accountability is the task of reporting whether the organization's mission has been successfully implemented in achieving predetermined goals and objectives. This is done through a regular accountability process.

Responsibility

Conformity, or managing an organization by sound business practices and relevant legal and regulatory requirements.

Independence

When an organization is run professionally, free from conflicts of interest, outside influence, and pressure to act against laws, rules, and sound business practices, then the organization is said to be independent.

Equality and Fairness

This phrase explains how parties should be treated fairly when exercising their legal and regulatory obligations and contractual rights.(Purbowati & Astutik, 2017).

Good government is defined by Miftah Thoh as a government that is open, clean, authoritative, transparent, and accountable. According to UNDP (1997), there are five characteristics of good governance, as quoted by the National Institute of Administration (LAN):

1. Participation: Alone or through organizations designated to advance their interests, every citizen has the right and obligation to take part in state, local, and federal procedures. Apart from occurring at the implementation stage, community involvement also occurs globally, starting at the legislative and legal stages.
2. Law enforcement (rule of law) Democracy in national and international life allows for good law enforcement. The application of fair laws without discrimination is part of democratic life. Therefore, building is the first step towards good governance.

3. Transparency, especially in the context of the era of openness and information revolution. Every aspect of activities that has an impact on the public interest is included in the category of openness. Mardiasmo said transparency means that the government is eager to provide people who need knowledge about managing public resources. The government is obliged to provide information, including financial information, which is used by interested parties to make choices. The National Development Planning Agency and the Ministry of Home Affairs define transparency as a principle that ensures the public has access to information regarding government administration, including details of the formulation and implementation of policies and their results. The presence of an open supervisory policy is called transparency, said Meuthia Ganie Rochman. What we mean by information is information about all aspects of government policy that have an impact on society.
4. Responsiveness: Each component in the process of creating good governance must be able to react to requests and complaints from all parties involved because this is a natural byproduct of transparency.
5. Consensus Orientation Good Governance combines different interests to achieve the public interest, both in terms of policies and procedures
6. Equal Justice Opportunities to achieve prosperity are the same for every citizen.
7. Performance and Efficacy Utilizing all available resources, the organization strives to create processes according to plans.
8. Accountability refers to responsibility. The wider community and related institutions hold decision-makers in the public sector and business world as well as civil society accountable. An organization's internal or external goals will determine its accountability. Accountability is beyond the individual and his personal feelings, according to Wahyudi Kumorotomo, because subordinates are responsible for fulfilling the authority given to them.
9. Strategic Vision. To achieve this kind of development, leaders and the general public must have a broad view of human development and good governance. (Bakri, 2010).

If state authorities want to link their policies and actions to the values that permeate and develop in society, then the bureaucratic system must be accountable, responsive, and sensitive. In essence, bureaucratic authorities consider the interests of society through sensitivity and responsibility. Internal elements that influence the quality of public services provided by the government include worker behavior, leadership, bureaucracy, appropriate incentives, clarity of roles, and completeness of work structures and

infrastructure. Views, attitudes, organizational ideals, and public opinion regarding the work of bureaucratic officials are examples of external variables that influence social norms and cultural systems. (Amin, 2020).

Civil servants are state officials whose job is to serve the public fairly, impartially, and professionally in carrying out their responsibilities, according to Law Number 43 of 1999 Basic Civil Service Article 3 paragraph 1. Here, having a professional attitude is a need for every employee to be able to provide quality community services in the workplace. Every employee must be able to adapt to maintain professionalism in various conditions. Employees who have a professional attitude can understand relationships, understand their duties and responsibilities at work, and are focused and consistent in their duties.

Professionalism and administrative governance are interconnected. This means that if employee professionalism is increased, it will encourage an increase in the quality of public services themselves. Changes in the government bureaucracy to always be professional and perform at a high level are a hope that must be realized by every government agency as a form of successful service to the community. Professionalism and high performance will not be achieved if it is not balanced with a willingness to make changes. In this case, public services will not function well if they are not supported by professional staff to implement good governance within their authority.

CONCLUSIONS AND RECOMMENDATIONS

Conclusions that can be drawn from the research findings presented in CHAPTER IV are as follows:

1. The professionalism of the apparatus' work is 75% in the good category. Improved administrative governance 68% good category. This shows that the role of work professionalism in improving administrative governance in Jauh Pandang Village, Pitumpanua District, Wajo Regency is 71%, which is classified in the "good" category, namely work professionalism affects improving administrative governance.

FURTHER STUDY

This research still has limitations so further research on the topic still needs to be carried out "Work Professionalism Toward Improving Administrative Governance."

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