

The Influence of Employee Professionalism on the Quality of Public Services in the Mattiro Deceng Village Office, Tiroang District, Pinrang District

Irmayani^{1*}, Andi Uceng², Kamaruddin Sellang³

Universitas Muhammadiyah Sidenreng Rappang

Corresponding Author: Irmayani irmayaniirma165@gmail.com

ARTICLE INFO

Keywords: Work Professionalism, Service Quality, Pinrang District

Received : 03, February

Revised : 16, February

Accepted: 22, March

©2024 Irmayani, Uceng, Sellang : This is an open-access article distributed under the terms of the [Creative Commons Atribusi 4.0 Internasional](#).



ABSTRACT

Finding out what factors affect employee work professionalism at the Mattiro Deceng sub-district office, Tiroang sub-district, and Pinrang district, as well as the impact of that professionalism on the quality of public services are the objectives of this research. A quantitative descriptive technique is employed in this research methodology. The study's sample consisted of 97 individuals from the Mattiro Deceng sub-district. Incidental sampling is the sampling strategy employed. This study included questionnaires, interviews, observation, and literature review as data gathering methods. After that, the data was processed and examined using Likert scales and quantitative descriptive analytic methods supported by descriptive statistics and SPSS. The results of the research show that the work professionalism of employees at the Mattiro Deceng sub-district office is categorized as good.

INTRODUCTION

Considering that the people in the area want civil servants to carry out their duties professionally so they can provide the best service to the community. This indicates that the public wants government employees who are experts in their fields. Professionalism is a reflection of an employee's abilities and knowledge, which can be useful if supported by a level of knowledge appropriate to the job and based on their educational background. In terms of skills and behavioral traits such as loyalty, inventiveness, productivity, and originality, it also indicates an employee's potential.

ASN leaders are responsible for ensuring that their personnel is professional, upholds basic principles and professional ethics, is free from political influence, and does not commit acts of corruption, collusion, or nepotism, as regulated in Law Number 5 of 2014 which regulates ASN. Country. Article 1 Paragraph 5 of the State Civil Service Law states that a person's skills are largely determined by how consistently he displays professionalism in the workplace. Achievement of predetermined organizational goals will be accelerated by highly skilled employees; On the other hand, a poor level of employee ability will likely cause organizational goals to take longer to be achieved and may even deviate from the initial plan.

In business or service operations, service is an important component that cannot be ignored. If social activities involve competition and challenges to achieve success and efficiency in completing organizational or government responsibilities, the role of service will increase. The main factor that must be taken into account to fulfill an organization's mission is the quality and competence of the people who work there because an organization cannot achieve its goals effectively and efficiently if its employees do not have the necessary abilities, skills, and morals character (Syamsuddin, Agustina; Sellang, 2019).

To improve the quality of public services, all government employees must maintain a high level of professionalism in their work. However, pre-research observation conditions indicate that employee professionalism may not match expectations, especially in supporting the creation and realization of quality. Great help. There are great public expectations, and good governance is the most important fundamental issue in public administration. However, this request is reasonable, and the government should take appropriate action by implementing measures that can help achieve good governance. (Kabhe, 2022).

LITERATURE REVIEW

The discipline of public administration and management, especially Human Resources Management, recognizes the idea of professionalism. The term confesses (acknowledged and affirmation) precedes profession (regulated occupation), according to the dictionary. A profession is any job or role that requires knowledge, accountability, and dedication to its field. Theoretically, inexperienced or unprepared individuals cannot work in any job. At the same time, the term "professional" refers to the person who carries out the tasks (a professional) and the way they operate to the expectations of their profession. (Ibrahim, 2015).

Sedarmayanti (Karim et al, 2015) When carrying out tasks that require special knowledge obtained through education and training and are carried out as a means of earning a living, professionalism is an attitude or state of mind. However, as stated by (Siagian 2000: 163), professionalism can also be seen as the capacity to complete work consistently with high quality, timeliness, attention to detail, and customer-friendly processes. The prioritized demands are centered on professionalism, and in this case include bureaucratic elements, especially the administrative system (public administration), so that they can anticipate these changes and make the necessary modifications in advance. (Dr. Arifin Tahir, 2011).

Characteristics and Characteristics of Professionalism

Characteristics of Professionalism

- 1) Equality: proportional consideration of the services provided. All parties always receive quality service from a form of bureaucratic behavior that is reasonable and does not contain any prejudice. For them, acting honorably is equivalent to treating everyone equally. In addition to treating everyone equally and fairly, society also needs to be treated fairly.
- 2) Loyalty (discipline): This example of loyalty refers to compliance with all rules and working diligently.
- 3) Accountability (responsibility): All civil servants must be ready to be responsible for their actions. (Ibrahim, 2015).

Characteristics of Professionalism

- 1) Have strong technical aptitude as well as proficiency with special tools required for job completion.
- 2) Have intelligence, experience, and understanding to analyze a problem, as well as the ability to make decisions quickly, precisely, and carefully while still paying attention to the situation.
- 3) Keep an eye on the future to enable you to predict changes in the field.
- 4) Adopt an independent mindset based on self-confidence in one's skills, and be willing to listen and respect the ideas of others while carefully considering what is best for oneself and one's growth.
- 5) Agile and easy to adapt to developing circumstances.
- 6) Demonstrate strong work results or performance, which is visible in the quantity and quality of your work as well as its efficacy and efficiency. (Ibrahim, 2015).

According to Mahmudi (2010:228-229) (Sellang et al., 2019) noted that apart from several public service requirements, public service-providing institutions must focus on the following public service principles when providing services: (a) ease of use of procedures; (b) clarity; (c) certainty of time; (d) accuracy of public service products; (e) completeness of facilities and infrastructure; (f) security; (g) accountability; (h) ease of access; (i) discipline; and (j) comfort. According to Mahmudi (Sellang, 2016) states that to meet the needs of the community and fulfill the requirements of statutory regulations, public service providers carry out all activities related to services.

Knowing the expressions "serve" and "servant" is very important when discussing matters related to service. (Rusmilawati et al., 2020). Serving is defined as helping someone's preparations or needs. In contrast, service is an effort to meet the needs of others. One way that service providers can please service users is by offering quality service. On the other hand, if the service received or felt does not match the expectations of the service recipient, then it can be said that the quality of the service provider is low. According to Kadir (2015: 105) (Kabhe, 2022), In Indonesia, the field of public administration studies public services which is still a problem that requires careful consideration and resolution.

METHODOLOGY

This research aims to find out how employee professionalism influences the standard of public services provided by sub-district offices. There are two variables in this research, namely service quality (Y) as the dependent variable and work professionalism (X) as the independent variable. This research uses a quantitative research design. The population of this study is residents of Mattiro Deceng Village, totaling 3711 people, so the sample size to be examined is 97 respondents. Several strategies were used in this research to obtain data, including the following: observation, interviews, literature study, and questionnaires. By using a quantitative approach, the data analysis method in this research examines the relationship between the variables Public Service Quality (Y) and Employee Professionalism (X).

RESULTS AND DISCUSSION

With the title "The Influence of Employee Professionalism on the Quality of Public Services at the Mattiro Deceng District Office, Tiroang District, Pinrang Regency", this research uses a quantitative methodology. The two most influential variables are X and Y, which together explain why the influence of the previous variable (X) has a significant influence on improving the quality of public services (Y) at the Mattiro Deceng Village Office, Tiroang District, Pinrang Regency.

Employee Work Professionalism

There are 3 indicators, namely: a). employee treatment of the services provided with a percentage of 75%, b). Employee discipline towards their work with a percentage of 72.8%, c). Employee responsibility for what he does is 71%. Overall, with the recapitulation of the work professionalism of employees in the Mattiro Deceng sub-district office, Tiroang subdistrict, Pinrang district, it is in a good category with the level of achievement of the employee work professionalism variable (X) indicating that it is in a good category. The professionalism of employee work is valued with the average percentage result being 73%. The highest indicator, namely employee treatment of the services provided with a percentage of 75%, and categorized as good because it concerns employee treatment in serving the community well, however, the test scores still need to be improved so that they can be better and maximized.

Quality of Service

There are 5 indicators, namely: a). Providing appropriate and correct service delivery with a percentage of 70%, b). Adequate provision of available human resources with a percentage of 71.2%, c). Employees' desire to serve the community quickly and accurately with a percentage of 68%, d). The ability of employees to guarantee timely service with a percentage of 72%, e). The level of employee willingness to know the wants and needs of the community is 75%.

Overall, from the recapitulation results, the quality of service at the Mattiro Deceng subdistrict office, Tiroang sub-district, Pinrang district is in a good category with a percentage of 71.2%. The highest indicator, namely the level of employee willingness to know the wants and needs of the community with a percentage of 75%. However, this still needs to be improved so that people are more comfortable getting good and correct service and treatment from employees.

Factors that Influence Employee Professionalism

Regarding the factors that influence the professional work of employees, there are 5 indicators in this research, namely: a). Knowledge, skills, abilities, self-confidence, and commitment possessed by each employee with a percentage of 75.6%, b). The quality of providing encouragement, enthusiasm, direction, and support provided by the sub-district leader/head with a percentage of 78.8%, c). Trust and cohesiveness in a team with a percentage of 80%, d). Work facilities or infrastructure provided at the Mattiro Deceng sub-district office with a percentage of 82%, e). Pressure and changes in the external and internal environment with a percentage of 78%.

Overall, from the results of the recapitulation of factors that influence the professionalism of employee work at the Mattiro Deceng sub-district office, Tiroang sub-district, Pinrang district, they are in the influential category with the average percentage result being 79%. The results of research regarding the influence of employee work professionalism on the quality of public services at the Mattiro Deceng District office, Tiroang District, Pinrang Regency show that work professionalism (X) has quite a large influence. The quality of public services is represented by the variable (Y). A significant value of $0.001 \leq 0.05$ was achieved and H_0 was rejected based on data analysis findings which showed an estimated value $> t_{tab}$ ($3.277 > 0.025$). H_a is approved while H_0 is rejected based on this comparison. Therefore, it can be concluded that professionalism and employee caliber have a substantial and beneficial relationship. The quality of public services is strongly influenced by work professionalism (X), as shown by the following data.

The knowledge that employing qualified personnel can help ensure the smooth operation of the Mattiro Deceng sub-district by making it effective and facilitating the offering of the best service. Thus, it can be concluded that the more professional the work of the apparatus at the Mattiro Deceng District Office, Tiroang District, Pinrang Regency, the higher the quality of public services.

CONCLUSIONS AND RECOMMENDATIONS

The research conclusions based on the findings of data analysis and previous discussions are as follows:

1. Indicators of Employee Work Professionalism at the Mattiro Deceng Sub-district Office, Tiroang District, Pinrang Regency, has a percentage of 73% in the good category. The highest indicator is employee treatment of the services provided with a percentage of 75% in the good category, while the lowest percentage is employee responsibility for what they do with a percentage of 71%. The Public Service Quality Indicator at the Mattiro Deceng Sub-district Office, Tiroang District, Pinrang Regency, has a percentage of 71.2% in the good category. The highest indicator is the level of employee willingness to know the wants and needs of the community with a percentage of 75%, while the lowest percentage is the employee's desire to serve the community quickly and precisely with a percentage of 68%.
2. Regarding the factors that influence the Professional Work of Employees at the Mattiro Deceng Sub-district Office, Tiroang District, Pinrang Regency, the percentage is 79%. In this indicator, the highest percentage is the work facilities or infrastructure provided at the Mattiro Deceng subdistrict office with a percentage of 82%

FURTHER STUDY

This research still has limitations so further research on the topic is still needed "The Influence of Employee Professionalism on the Quality of Public Services."

REFERENCES

- Amin, N. F., Garancang, S., & Abunawas, K. (2023). Konsep Umum Populasi dan Sampel dalam Penelitian. *Jurnal Pilar*, 14(1), 15-31.
- Dr. Arifin Tahir, M. (2011). *Kebijakan Publik dan Transparansi Penyelenggaraan Pemerintahan Daerah*.
- Fitri Handayani, Erfina, P. R. (2020). Kompetensi sumber daya manusia terhadap kualitas pelayanan publik di kantor desa maddenra kecamatan kulo kabupaten sidenreng rappang. *Jurnal Ilmiah Pemerintahan*, 8(Oktober), 198-206.
<https://jurnal.umsrappang.ac.id/praja/article/view/297>
- Ibrahim, M. (2015). PROFESIONALISME PEGAWAI NEGERI SIPIL DALAM PELAYANAN PUBLIK PADA KANTOR TERPADU SATU PINTU KABUPATEN SIDENRENG RAPPANG Monalisa. *Administrasi*,

- Pelayanan Publik, 14(September), 427–436. <https://e-jurnal.stienobel-indonesia.ac.id/index.php/akmen/article/view/80>
- Jailani. (2013). Pelayanan publik: Kajian Pendekatan menurut perspektif Islam. *Jurnal Al Bayan*, 19(27), 93–109. [http://download.portalgaruda.org/article.php?article=358991&val=8236&title=Pelayanan Publik: Kajian Pendekatan menurut Perspektif Islam](http://download.portalgaruda.org/article.php?article=358991&val=8236&title=Pelayanan%20Publik:%20Kajian%20Pendekatan%20menurut%20Perspektif%20Islam)
- Kabhe, B. A. H. (2022). Pengaruh Profesionalisme Kerja Terhadap Kualitas Pelayanan Publik Pada Kantor Camat Sukolilo Surabaya. *Jurnal Penelitian Administrasi Publik*, 2(06), 46–60.
- Kamaruddin Sellang, Jamaluddin, A. M. (2019). Strategi dalam peningkatan kualitas pelayanan publik (Qiara Medi). Qiara Media Partner.
- Mandasari, A. (2014). Pengaruh Profesionalisme Pegawai Terhadap Kualitas Pelayanan Publik Pada Kantor Dinas Kependudukan dan Catatan Sipil Kabupaten Kutai Barat. *EJournal Ilmu Administrasi Negara*, 4(2), 1148–1158.
- Rusmilawati, Arifin, J., & Suparti, H. (2020). Pengaruh Profesionalisme Kerja Pegawai Terhadap Kualitas Pelayanan Publik Di Kantor Kecamatan Tanta Kabupaten Tabalong. *Jurnal Ekonomi*, 3(2), 570–585.
- Sellang, K. (2016). ADMINISTRASI DAN PELAYANAN PUBLIK Antara Teori dan Aplikasinya. In Ombak Yogyakarta ISBN 602-258-408-7 (Issue February). <https://www.mendeley.com/viewer/?fileId=349a0ada-0d19-cc5f-2776-e90886da1735&documentId=e4a8153f-e14a-3a02-a647-dfbbb59f5582>
- Sellang, K., Tuwu, L., & Basri, M. (2019). Penerapan Prinsip-Prinsip Pelayanan Publik Dalam Pelayanan Kartu Tanda Penduduk Elektronik Pada Kabupaten Sidenreng Rappang. *Akmen Jurnal Ilmiah*, 14(January), 469–477. <https://www.mendeley.com/viewer/?fileId=2e480e08-f9b5-466d-4aa2-b90b4cdae892&documentId=72ef14fe-4f7a-3659-a9a1-90df50ca5dd6>
- Sugiyono. (2018). Metode Penelitian. *Metode Penelitian*, 32–41.
- Syamsuddin, Agustina; Sellang, K. E. (2019). Kinerja pegawai terhadap pelayanan publik pada dinas bina marga, cipta karya, tata ruang,

pertanahan dan perumahan rakyat kabupaten sidenreng rapping. *Jurnal Ilmiah Pemerintah*, 7(Februari), 15-19.
<https://jurnal.umsrapping.ac.id/praja/article/view/350>

Takdir, Y. (2020). Kerjasama tim dalam peningkatan kualitas pelayanan di kantor desa timoreng panua kecamatan panca rijang kabupaten sidenreng rapping. *Jurnal Ilmiah Administrasi*, 8(Desember), 37-46.
<https://jurnal.umsrapping.ac.id/jia/article/view/275>

Tommy J. Pissa, S.Sos, M. (2018). Pengaruh Profesionalisme Kerja Pegawai Terhadap Pelayanan Publik. *Publik Reform*, 3(1), 298-337.