

Analysis of Public Service Professionalism at the Department of Population and Civil Registration Ambon City

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Abstract

Public services by local government officials are currently required to be carried out professionally is a tough task to improve the expected quality. In reality, the service quality has not been satisfactory, including at the Ambon City Population and Civil Registry Service (Hereinafter known as DISDUKCAPIL). This research aims to analyze and explain the description of how the quality of public services in this department, and the dimensions of employee service professionalism, are determinants of support and obstacles. The number of informants in this research was 11 people. The research data were collected through interview techniques, observation and documentation, and analyzed using qualitative descriptive analysis techniques. The findings of this research indicate that the level of service quality in the field of population administration at the research location is in quite good condition. This is a contribution from several dimensions of the professionalism of employees' work.

Keywords: Dimensions of Professionalism, Quality of Public Services.



A. INTRODUCTION

Public services are an important pillar of bureaucratic reform which is the benchmark for government performance. However, after a long period of rolling reforms and implementation of regional autonomy, the facts show that there are still few substantial changes in public services in this country (Hadi, 2016). The Public Service Integrity Index in 2018 also showed a decrease compared to previous years. Several agencies and regions have indeed shown an increase in the quality of public services, but in general the quality of public services is still lacking and even tends to be low (Hardiyansyah, 2018).

The decentralization paradigm has raised people's sensitivity to demand excellent quality public services, which is an obligation of local governments (Kurniawan, 2007). To improve quality public services, local governments should change the paradigm of thinking and acting in the regional bureaucracy from being served, ordering and controlling to serving, facilitating and providing excellent public service (Ibrahim, 2019).

Quality is the relationship between usability or satisfaction with price (Evan & Lynsdsay, 1997). Service quality shows dynamic conditions related to services/products, and people and processes and the environment that meet or exceed expectations (Goetsch & Davis, 2002). The characteristics of the quality of public services include: transparency, responsiveness, effectiveness, and efficiency to meet public needs and satisfaction. The professionalism of the work of regional

officials has an impact on improving the quality of public services in each region. Professionalism is a pillar that places the bureaucracy as an effective engine for the government and as a parameter of the apparatus' ability to work well (Sedarmayanti, 2009). Professionalism is a match between the abilities possessed by the bureaucracy with the needs of the task (Tjokrowinoto, 1999). The professionalism of employees in providing public services is reflected in the ability of employees in the form of knowledge, work skills, work ability, work discipline, creativity and innovation which will have an impact on improving the quality of public services. However, in reality it is still far from expectations.

The professionalism of the regional apparatus is needed to make the public service process become quality (Tangkilisan, 2007). Professionalism and quality services are not easy to form. Unprofessional local officials have an impact on the quality of public services, seen from their limited responsiveness, effectiveness, efficiency, knowledge, skills, lack of discipline, and innovation. In fact, these efforts to increase professionalism continue to be carried out through S1, S2, S3 education, structural and technical functional training at each regional office, including at DISDUKCAPIL Ambon City. This agency is obliged to provide protection, recognition, determination of personal status and legal status of every Population Event and Important Event experienced by Indonesian residents inside and / or outside the territory of the Republic of Indonesia.

Quality public services in the field of Population Administration, if supported by professional staff, and high awareness of the Indonesian population. On this basis, the Government enacted Law No. 23/2006 on Population Administration. Population administration in article 1 of this Law is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration, processing of population administration information and the utilization of the results for public services and development of other sectors.

The professionalism of local officials affects the condition of service quality in an organization (Tangkilisan, 2007). The quality of public services until now has often become a public complaint, in the form of: a) slowing down the process of completing the issuance of permits, b) seeking excuses, such as lack of complete supporting documents, delay in submitting applications, and other similar excuses, c) reasons for busy carrying out other tasks, d) difficult to contact, and e) always slow down by using the words "in progress" (Siagian, 1996). Observations at DISDUKCAPIL Ambon City, found the phenomenon of inadequate quality of service for employees, such as: a) there are employees who are less friendly when providing services to residents who are dealing, b) crowds of queues of residents waiting to get service, c) the length of time for service delivery due to power outages, or disturbed by the printing machine, making many residents prefer to go home.

It is also suspected that employees do not have sufficient knowledge of: a) knowledge, b) work skills and abilities, c) work experience as expected. This is very

interesting and urgent to study in order to obtain more complete information about the real reality, with the formulation of the problem: 1) Why is the quality of public services not maximized In DISDUKCAPIL Ambon City? 2) What are the dimensions of employee service professionalism which determines the quality of public services in DISDUKCAPIL Ambon City? This research aims to analyze and explain the quality of public services, as well as the dimensions of employee service professionalism which are determinants of the quality of public services at DISDUKCAPIL Ambon City. Research results are expected to be useful academically and practically. Academically, the information from this research can enrich references regarding the quality of public services, as well as the dimensions of employee service professionalism which determine the support and obstacles in DISDUKCAPIL Ambon City. In practical terms, the results of this research are expected to be input for competent leaders in formulating policies for efforts to improve the quality of public services, as well as developing dimensions of employee service professionalism which are determinants of service quality at DISDUKCAPIL Ambon City.

B. LITERATURE REVIEW

1. Public Service

Public services are inseparable from problems of public interest, the origin of the term public service. Services are urgently needed by the public, so it can be said that public services cannot be separated from state life. The public service examines ways to solve problems faced by the public through the presence of the serving government (Priansa, 2018). Public service is the provision of services (serving) the needs of people / communities having an interest in the organization in accordance with established basic rules and procedures (Kurniawan, 2005). Public service is the provision of services (serving) the needs of people/communities who have an interest in the organization in accordance with predetermined basic rules and procedures (Mukarom & Laksana, 2016). Lijan (2008) sees public service as any activity carried out by the government against a number of people who have every profitable activity in a collection/unit, and offer satisfaction even though the results are not tied to a product physically. Rohman et al. (2010), define public service as a service/provision to the community in the form of the use of public facilities, both services and non-services, carried out by public organizations, namely the government. Public service recipients are individuals or groups of people and/or legal entities that have rights and obligations to a public service. According to Law no. 25 of 2009 concerning Public Services, public services are activities or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers.

2. Quality of Public Services

The word quality by Lijan (2006), has different definitions and varies from conventional to more strategic. According to him the conventional definition of quality usually describes the direct characteristics of a product, such as: 1) performance; 2) reliability; 3) ease of use; 4) esthetics, and so on. From a strategic sense, quality is seen as anything that is able to meet customer wants or needs. From the definition of quality, both conventional and strategic according to Gaspersz in (Lukman, 2000), the definition of quality basically consists of: 1) A number of product features, both direct and attractive features that meet customer desires and provide satisfaction with product use; and 2) Everything that is free from deficiency or damage. From the definition above it is clear, that a task or job is carried out by each employee in an organization must be endeavored to meet the expected and defined quality criteria, whether related to product features, direct, attractive fulfillment of customer desires and satisfaction with product use, and everything else which is free from deficiencies or damage. In developing countries by Gaspersz, generally they do not meet the two quality criteria so that their public services are not satisfactory. Warella (2004), provides an understanding of quality as special forms of production or service that have the ability to satisfy community needs.

Current quality public services receive attention from the government (Mukarom & Laksana, 2016). The service quality of public organizations is an important component that must be considered in providing excellent service (Priansa, 2018). Quality public service is defined as the provision of public services with the following characteristics: 1) anti-bureaucratic service, 2) service distribution, and 3) decentralized and client-oriented (Lijan, 2006). Quality public services according to Osborne and Gaebler (1995) and Bloom (1981) quoted by Pasolong (2008), among others, have characteristics such as: a) not procedural (bureaucratic), b) distributed and decentralized, and c) oriented on customers. Heterogonity sees the quality of public services as: a) service use or clients or customers have heterogeneous needs, b) customers with the same service may have different priorities, c) performance often varies from one procedure to another, even from time to time (Pasolong, 2008).

Gibson & Ivancevich (2002), say that internal quality measurement is important. All that means nothing if customers are not satisfied with the services provided. To make quality measurements more meaningful and appropriate, "ask" customers what they want, which will satisfy them. " This view can be interpreted as two points of view about internal service, is the first step in carrying out a service. The service must be in accordance with the needs of the customers being served. That is, efforts to improve internal performance must lead or refer to what the (external) customer wants.

3. Principles and Standards of Quality Public Service

Principles of quality public service, including: a) Simplicity; public service procedures are straightforward, easy to understand and easy to implement, b)

Clarity: 1) technical and administrative requirements of public services, 2) work units / officials are authorized and responsible for providing services and resolving complaints / problems / disputes in the implementation of public services , 3) details of public service fees, and payment procedures, c) certainty of time; implementation of public services can be completed within a predetermined time, d) Accuracy; public service products received correctly, correctly, and legally, e) Security; public service processes and products provide a sense of security and legal certainty, f) Responsibility; leaders of public service providers / officials appointed to be responsible for providing services and resolving complaints / problems in the implementation of public services, g) completeness of facilities and infrastructure; availability of work infrastructure, work equipment and other adequate support including telematics facilities, h) Ease of access; place and location as well as adequate service facilities, easily accessible to the public and utilizing telematics technology, i) Discipline, politeness and understanding; service providers must be disciplined, polite and courteous, courteous and sincere in providing services, and k) Comfort; the service environment must be orderly, orderly, with a comfortable waiting pour, clean, tidy, and provided with supporting facilities such as parking lots, toilets, places of worship, etc. (Indonesia, 2003).

Quality public service standards, must be adhered to by service providers and / or recipients, at least include: a) Service procedures; standardized for providers and recipients of services including complaints, b) Time of completion; determined from the time of submitting an application to the completion of services, including complaints, c) Service fees; including details of rates stipulated in the process of providing services, d) Service products; results of services to be received in accordance with the provisions that have been determined, e) Facilities and infrastructure; provision of adequate service facilities and infrastructure by public service providers, and e) Competence of service providers; must be determined appropriately based on the required knowledge, expertise, skills, attitudes and behavior (Mukarom & Laksana, 2016).

4. Dimensions of Public Service Quality

The quality of public services according to Fitzimmons (Sedarmayanti, 2000), is seen from five dimensions: a) Reliability, the ability to provide appropriately and correctly, the type of service that has been promised to the community, b) Responsiveness, awareness or desire to help and provide fast services to the community , c) Assurance, knowledge or insight, politeness, politeness, self-confidence from the government, and respect for the community, d) Empathy, the willingness of the government to approach, provide protection, and try to find out the wants and needs of the community, and e) Tangibles, the appearance of the employees and other physical facilities, such as equipment or equipment that supports services.

According to Gaspersz, the quality of modern public services consists of five systems: a) People-oriented, b) Active participation led by the government in the

continuous quality improvement process, c) There is an individual understanding of specific responsibility for quality, d) There are activities that are oriented towards damage prevention measures, not only focused on detecting damage, and e) There is a philosophy that considers quality as a "way of life" (Mukarom & Laksana, 2016). Supriyono (2001), emphasized that government officials are required to improve their performance in providing quality public services. Starting from responsiveness to public demands, translating in the form of planning, implementation to evaluation which requires the application of the principles of "3 E's" (Economy), Effectiveness, Efficiency), and "3 R's" (Responsiveness, Representativeness, Responsibility).

Future public/government organizations cannot embrace statutory protections for monopoly services which may neglect quality. Government organizations can also experience pressures that may have a significant effect on the existence of organizations that are proven to ignore quality. The organization's philosophy of making quality a "way of life" is a hope, both for the public it serves and for the survival of the organization itself.

5. Employee Work Professionalism Concept

Discussing the professionalism of employees' work, starting from highlighting the meaning of the word professional. Professional means an expert in their field. If a manager claims to be a professional, then he must be able to show that he is an expert in his field of work. Must be able to show high quality in work. Talking about professionalism reflects a person's attitude towards his profession. In simple terms, professionalism is defined as the behavior, ways, and qualities that characterize a profession. A person is said to be a professional if his work is characterized by technical or ethical standards of a profession (Oerip & Oetomo, 2000).

Professional terms for the apparatus, from top to bottom. Professionalism is defined as a person's ability and skills in doing work according to their respective fields and levels. Professionalism regarding the suitability between the abilities possessed by the bureaucracy with the needs of the task, fulfilling the match between the abilities and the needs of the task is a requirement for the formation of a professional apparatus. This means that the skills and abilities of the apparatus reflect the direction and goals an organization wants to achieve (Kurniawan, 2005).

Harefa (2004) states that professionalism is first of all a matter of attitude. An attitude of professionalism, namely, high skills, providing services that are oriented towards the public interest, strict supervision of work behavior and a system of remuneration which is a symbol of work performance. Setiono (2004), states that for the professionalism of the apparatus, there are at least three values that need to be developed: 1) Duties and roles must always be aimed at serving the public interest, 2) Must be based on rational education and specialization, and, 3) Uphold the principle of the right man in the right place.

Professionalism by Imawan (1997), is seen as the result of work in accordance with the technical or ethical standards of a profession. Work activities are usually associated with income in the form of money. To create a level of professionalism in carrying out the mission of the institution, the basic requirements are the availability of reliable human resources, well programmed work, and available time to implement the program, as well as adequate financial support and adequate facilities and supporting facilities.

Professionalism, according to Sedarmayanti (2009), is a pillar that will position the bureaucracy as an effective machine for the government and as a parameter of the apparatus' ability to work well. The measure of professionalism is competence, effectiveness, and efficiency as well as being responsible. Siagian (1996), sees professionalism as reliability in carrying out tasks so that they are carried out with high quality, on time, carefully, and with procedures that are easy to understand and follow by customers. Maister (1998), said that professional people are people who are relied on and trusted because they are expert, skilled, knowledgeable, responsible, diligent, full of discipline, and serious in carrying out their job duties. All that makes the term professional synonymous with ability, knowledge or education and independence.

6. Characteristics of Work Professionalism

Employee work professionalism has several characteristics that must be known by various parties. According to Mertin Jr., the characteristics of the professionalism of the apparatus are in accordance with the demands of good governance, including: 1) Equality, the same treatment for the services provided. This is based on the type of rational bureaucratic behavior that consistently provides quality services to all parties regardless of political affiliation, social status, etc. 2) Equity, equal treatment to the community is not enough, besides that it is also fair treatment. For a pluralistic society sometimes fair treatment and equal treatment are needed, 3) Loyalty, loyalty to the constitution of law, leaders, subordinates, and colleagues. The various types of loyalty are related to one another and there is no absolute loyalty given to one particular type of loyalty regardless of others, and 4) Accountability, every government official must be ready to accept responsibility for whatever he does (Kurniawan, 2005).

7. Principles of Professionalism

Employee work professionalism has several principles on which to base it. Maskun (1997), states that professionalism is a form / field of activity that can provide services with high specialization and intellectuality. The form / field of this activity in practicing its achievements carries out three main principles: 1) There is a basic knowledge that can be studied carefully and there is an attitude in someone who also controls a technique that can be used in providing services to the community, 2) Success is achieved by a profession, measurement the standard is how we complete fast service to the community and not what a person can achieve

for his personal interests, and 3) Developing a system of supervision for the practical business and activities of professionals in practicing their knowledge and educational outcomes through the establishment of associations or associations and their creation. various codes of conduct.

The first step must be taken so that someone can have the status of a professional is to have sufficient intellectual ability, namely the ability to easily understand, understand, study and explain a phenomenon. This means that the level, degree, quality and quantity of professionalism in Indonesia can be seen from how much and how high the quality of the intellectual community there is to support this professionalism (Maskun, 1997).

8. Determinants of Work Professionalism

The professionalism of employee work in providing public services to an organization is influenced by several determinants of supporting and inhibiting factors. To develop professionalism in the bureaucracy in Indonesia by Maskun (1997), two aspects need to be considered, namely: 1) The aspect of education for professionals, which is a form of education that can prepare students to handle what are called professional workers. So there is a relationship between the work held by a person and the education chosen or prepared. In the process of professional education there can be developments in the specialization of each discipline and sub-discipline, 2) There is a planned recruitment process, supported by a career system and its development. Recruitment of employees in the Indonesian bureaucratic apparatus is not really oriented towards work professionals. This is because the bureaucracy is not completely and innovatively arranged or inventoried for the various kinds of work that are clearly determined to need or be carried out by certain professions. The Indonesian bureaucracy is only in the accepting stage and is less rigorous in selecting candidates with certain professional backgrounds, both in general and as a specialist.

Assessing the work professionalism of employees providing services in an organization, has several dimensions that are determinants of service quality. Atmosoeparto emphasized that professionalism is a reflection of ability: having knowledge, skills, being able to do, supported by experiences that are not possible to appear suddenly without going through time (Kurniawan, 2005), through: a) formal and non-formal education and training by (Siagian, 2000), and (Sedarmayanti, 2004), greatly influence personnel to improve skills and skills, in areas related to leadership, management, supervision and technical matters that are indispensable in order to create a more professional service; b) Job Skills: the ability to carry out tasks/jobs using available body parts and work equipment (Moenir, 2002). According to him, skills use elements of limbs more than other elements, such as muscles, nerves, feelings, and thoughts. In the event that the appointment of employees according to competence is an effort made in placing employees based on their abilities. According to Law No.43 on Personnel Principles, 1999 article 17 paragraph (2), the appointment of a Civil Servant in a position is carried out based

on the principle of professionalism in accordance with the competence, work performance and ranks assigned to the position as well as other objectives without distinction gender, ethnicity, religion, race and class. c) Work experience: the whole lesson learned by a person from the events that are experienced in the course of his life (Siagian, 2000). Work experience relates to the knowledge and skills of people who have maturity and high work experience in certain fields to carry out certain tasks without direction from others, psychologically mature work experience in a field of work, can lead to a sense of responsibility and self-confidence. 2) Loyalty. Theoretically, it relates to the level of discipline, especially adherence to applicable regulations. Discipline will be manifested well if employees are able to comply with existing regulations. Loyalty is also closely related to the ability to be responsible for job duties and responsiveness. In addition, loyalty does not discriminate in service delivery on the basis of certain groups (Hasibuan, 2002) Organizational Culture, as a framework and guidelines for daily behavior and make decisions for employees and direct their actions to achieve the organization (Stoner, 1996). Culture must be in line with the actions of the organization in other parts. Like planning, organizing, leading, controlling even if the culture is not in line with these tasks, then the organization faces difficult times.

What Oemar Hamalik (2000), constrates can increase understanding of the professionalism of employee work (labor), must be had with the following aspects: 1) Potential Aspects: hereditary potential and is dynamic, continues to develop and can be developed, including: memory thinking power, will power, feeling power, talents, interests, motivation, and other potentials, 2) Professionalism (vocational) aspects: the ability and work/vocational skills in certain fields, by being able to devote oneself to certain work fields and create results that are optimally, 3) Functional Aspects: work-appropriate, meaning that workers work in accordance with their duties and functions, for example, electronic workers, should work in the field of electronic work, not as carpenters for buildings, 4) Operational Aspects: make use of His ability and skills in the process and procedures for implementing work activities are being practiced, 5) Personal Aspects: every workforce must have personality traits that support their work, for example: independent and tough, responsible, diligent and diligent, love their job, disciplined and highly dedicated and, 6) Productivity Aspects: every worker must have an achievement motive, strive to ensure that succeed and give the results of his work, both quantity and quality. Professionalism by Korten and Alfonso (1981) cited by Tangkilisan (2007), is measured by the expertise possessed according to the needs of the task that the organization assigns to a person. The reason for the importance of compatibility between disciplines or expertise possessed by a person is because if the expertise that a person has is not in accordance with the task assigned to him, it will have an impact on organizational ineffectiveness.

From the literature review above, the two concepts examined in this research, a description of the focus is presented. The quality of public services here is understood as the process of providing administrative services by officials /

employees to meet the needs and expectations of citizens, seen from the steps or ways through the dimensions, namely: a) service responsiveness, b) service insurance, c) empathy services, d) service tangibles, e) service effectiveness, and f) service efficiency. Employee service professionalism here is understood as the ability of each employee according to the needs of service delivery in an organization, from several dimensions in the form of: a) knowledge, b) skills, c) work ability, d) work experience, and e) work discipline.

C. METHOD

This research was conducted at DISDUKCAPIL Ambon City. This research is qualitative descriptive, with a survey approach. The number of informants for this research is 11 people. The data that was collected in this research were analyzed using descriptive qualitative analysis techniques.

D. RESULT AND DISCUSSION

1. Quality of Public Service

Analysis of the results of this research, starting from the quality of public services at DISDUKCAPIL Ambon City, seen from the following six dimensions:

Responsiveness of Service

The responsiveness of employees in providing services is one dimension of the quality of public services, in the form of awareness/desire to help and provide fast service to the community (Sedarmayanti, 2000). To find out information about this dimension, an interview was held with Head/Secretary of this Service (M. Haurissa) on March 14, 2019. He said "we are always trying to increase the awareness / desire of staff and employees in this service to help and provide services quickly for residents who need administrative services regarding resident identity such as family cards , Identity Card (KTP), Deed: Marriage, Birth, and Death, etc. ". This was also confirmed by the Head of Subdivision - PK (Mr. R. Pello), and Head - P3 (Mrs. J. Lekawael) on March 18-19 2020. He both said, "as staff, continue to spur awareness / desire of ourselves and our employees in this Department to help provide services quickly to residents in need. However, the delivery of these services sometimes becomes sluggish, as a result of which many residents have to be handled, and the electricity sometimes goes out".

Interview with 5 District representatives, who have received services at this Agency on April 16-17, 2020, namely (Mr. Y. Izaak), (Mrs. Y. Amanapunyo), (Mrs. SL), (Mr. M.Ririhena), and (Mrs. M. Matitaputi), regarding this matter. They admit that "employees in this Department have a conscious attitude, and want to help provide services to residents in need. However, sometimes it goes a bit sluggishly, because there are so many people dealing with it, the electricity sometimes goes out". This information provides an illustration, the dimensions of service responsiveness in this Department are in quite good condition.

Service Assurance

Employee assurance provides service as one dimension of public service quality, listened to from knowledge or insight, courtesy or courtesy, confidence, and respect for society (Zeithmal & Berry, 1990). For this reason, an interview was conducted on March 14, 2020 with the Head of the Kadis regarding this matter. He said, "we continue to encourage staff and employees to increase knowledge / insight, politeness or courtesy, confidence, and respect for society, by signing an integrity pact".

In addition, interviews with the Head of *Piak and PD* (Mrs. H. Tamtelahitu), and Head of P3 (Mr. R. Pattiwael) on: 16-17 March 2020 regarding this matter. Both said, "we as staff, continue to strive to increase knowledge or insight, polite attitude or courtesy, self-confidence, and respect for society, according to the integrity pact signed by each employee. If an employee violates, the consequence is to get an disciplinary voucher. Periodic evaluation is carried out, and each work unit is rolling if it does not meet the requirements". On April 17-18, 2020, this was also confirmed by 5 District representatives who had received service at this service. They admit that "there are employees here who have knowledge/insight, have a polite and polite attitude, are confident, and have respect for the community. There are also employees, sometimes disrespectful/polite, unfriendly, very confident, impressed with their egos as if they were employees here, they also lack respect for the people they deal with". This information shows that the assurance dimension for service delivery at this agency is in good enough condition.

Empathy Service

Employee empathy provides services as one dimension of the quality of public services by Robin, with the characteristics of approaching, providing protection, and trying to find out the wants and needs of the community (Mar'rifah, 2005). To find out information about this, an interview was held with Mrs. Head of Department, March 14, 2020. She said, "as the leader always emphasizes the need for empathetic staff and employees to provide services, by being seen and prioritizing residents who must be served immediately, given their physical condition and age, especially elderly parents, parents with children, and pregnant women. Even though the queue number is still long".

Next, interview on 16-17 April 2020 with the Head - PPS (Mr. D. Reafualu), and the Head - P3, about this dimension. The two informants admitted, "as staff, we are always committed and encourage employees to have sensitivity to pay attention to the needs of the people they want to serve, with priority on their physical condition and age, especially elderly parents (seniors), parents with children, and pregnant mother. Even though the queue number is still long".

On the other hand, on April 17-18, 2020, this was also confirmed with 5 District representatives who had received services at this service. They admit, "employees have a serious concern in providing services, for those who deal with it. We see that the waiting time for residents to get services is quite long, between 1 and

2 weeks. There are also residents who are quick to get services, especially elderly parents, acquaintances, or family relationships". This information shows that the employees' empathy in providing services to this Agency is in quite good condition.

Tangibles of Service

Service tangibles are a dimension of the quality of public services, in the form of physical appearance of buildings, equipment, employees, and other facilities owned by providers (Zeithaml & Berry, 1990). In order to find out about this, an interview was held with the Head of the Department. He said, always the leader, continue to encourage staff and employees to perform well in providing services to residents, along with the provision of the necessary supporting facilities".

Interview was conducted with the Head of Sub-Head - PK, Head - PPS, and Head - P3, date: 16-17 March 2020. The three of them said: "We as staff always try to encourage employees to perform well together in providing services. In terms of physical facilities, this agency has one building of its own, with 1 head office, 1 secretary room, and 14 staff/employee workspaces, a waiting room, and a toilet, with a number of work equipment such as a computer, printer, 1 photocopier and furniture in the form of work desks and chairs, cupboards, televisions, air conditioners, but space capacity is still limited. The city government has submitted a proposal to provide work space facilities, but it is adjusted to the regional financial capacity".

Besides that, on April 17-18, 2020, it was also confirmed by 5 district representatives who had received services at this Service. They emphasized, "to be honest, the facilities in the form of facilities and infrastructure in this office are still very, very lacking, the small waiting room especially when many residents come to deal with it, is really very inadequate. The availability of seats is limited so that many residents stand in line outside the room, the AC capacity is limited, unable to match the number of residents coming to deal, only 1 toilet is available and is less hygienic. In terms of service space and capacity, the District Office used to be more adequate". The information above gives a message that the dimensions of service tangibles in this Department are not yet optimal.

Effectiveness of Service Delivery

The effectiveness of employees in providing services is one dimension of the quality of public services, seen from the achievement of targets, goals, long-term goals and organizational missions (Mukarom & Laksana, 2016), and (Salim & Woodward, 1992). Therefore, on March 14, 2019 an interview was held with the Head of the Department. He said, "I always emphasize the importance of commitment of staff and employees to provide proper services to citizens according to the targets, goals and objectives and vision of this organization. Every citizen also has to wait, in order to orderly and receive the services provided on time

Interview was conducted with the Head - PPS, and Head - P3, 16 and 17 March 2020, to find out about this dimension. They said, "we continue to encourage

employees to always provide appropriate services for citizens". Confirmation of this matter with 5 representative citizens who have received services at this service. They said, "Every employee here has tried to be on time to provide services to residents, but there are those who are still not on time to get services. Because the number of people must be served". The information above shows that the dimensions of service effectiveness in the service are in a less optimal condition.

Service Delivery Efficiency

The efficiency of employees in providing services as one dimension of good quality public service, through the most effective ways of working: easy, light, fast, close, and cheap (Gie, 1988). To find out information about this, an interview was held with the Head of the Department, on March 14, 2020. She said, "the efficiency of employees in providing services continues to be emphasized to staff and employees so that they are able to display it through good working methods, in the form of the five easiest ways: easy, light, fast, close, and cheap". In addition, interviews with the Head of PK, Head - PPS, and Head - P3, 16 and 17 March 2020, regarding this matter. He said, "we always give encouragement to employees, to provide services to residents in a good way".

There was also confirmation with 5 sub-district representatives who had received service at this service on April 17 and 18, 2020. They revealed, "in terms of service methods, it looks pretty good, especially from the cheap and close side. However, it is not sufficient in terms of ease, speed, and distance. It seems that many residents are dealing with long and troublesome queue numbers, accompanied by quite complicated conditions. The results of the interview above give a message, the dimensions of the efficiency of service delivery in this agency are not yet optimal.

2. Service Professionalism

Analysis of research results on service professionalism by employees can be seen from five dimensions, as follows:

Employee Knowledge Dimensions

Employee knowledge of service delivery mechanisms and procedures as one dimension of professionalism in an organization (Siagian, 2000), and (Tangkilisan, 2007). To find out information about this, an interview was held with the Head of the Department, on March 14, 2020. She said, "we continue to strive to improve the knowledge of each employee here through education and training, direction, guidance and socialization of the working mechanism and procedures, in order to serve the residents with professionals. For IT personnel, at least they must understand the Microsoft Excel Program.

Interview with the Head of Piak and PD and the Head - PPS, 16 and 17 March 2020, regarding this matter. Both of them said, "the employees are quite senior and already senior, have adequate knowledge about service mechanisms and procedures in accordance with the stipulated rules and SOPs. New employees are constantly trying to increase their knowledge of the mechanisms and working procedures". A

confirmation of this was also held with five District representatives who have received services at this agency, on: 16, 17 and 18 April 2020. They revealed, "if you listen to the employees are quite senior and already senior, they have quite good knowledge of their working mechanisms and procedures. However, employees who are easy to use, know more about the Microsoft Excel program, and have limited knowledge of other things, so they need guidance". This information illustrates that the employee's knowledge factor regarding the mechanisms and processes of service delivery in this Department is in very good condition.

Dimensions of Employee Work Skill

The skills of employees to provide services as an aspect of professionalism in an organization, in the form of the ability to carry out tasks or jobs using available body members and work equipment (Moenir, 2002). In order to dig up information about this dimension, interview with the Head of Department's question, March 14, 2020. She stated, "Employee job skills in providing services are the main key, especially 5 people with S2 education, 4 of whom have attended PIM II training, and one is an education and training. PIM I, 15 people, with a bachelor's degree, have participated in PIM III education and training, 15 people with high school education, have participated in PIM IV training, and a junior high school education. Meanwhile, 3 employees with Diploma III education, have Passive English, and are skilled in processing data and information using IT, through the Polaris Microsoft Excel Program in providing services for city residents and foreigners who need it.

Interview also with the Head of Subdivision - UK (Mrs. L. Manuswa), Head - PPS, and Head - P3, regarding the skill level of these employees, on: 16 and 17 March 2020. The three informants said, "the skills of employees in providing services for residents who deal The Department are quite adequate, especially the three IT-based data and information managers". This was also confirmed with 5 residents who have received service at this service, on: 17 and 18 April 2020, emphasizing, "when you get service at this service, there are skilled employees, including those in the IT department". The information above shows that the skills of employees to provide services at the Department are in good condition.

Dimensions of Employee Work Ability

The ability of employees to provide services as a dimension of professionalism in an organization is the willingness to use their abilities and skills to carry out their duties or jobs according to established processes and procedures (Hamalik, 2000). To find out information about this aspect, go to Mrs. Head of Department. He said, "the ability of employees to carry out activities to follow the service mechanisms and procedures is an important thing that continues to be improved through education and training".

Interview with Head - PPS, and Head - P3, date: 16 and 17 March 2020, regarding this matter. Both said: "We are committed as staff and employees to be able to provide good services to residents in need in this Department, through high

dedication". Furthermore, interviews with 5 residents who have received services at this Agency, on: 17 and 18 April 2020 stated, "the level of ability of employees to provide services for those in need at this Agency is quite good, because they appear to be on standby without shifts except for lunch breaks, and very responsible". The information above shows that the level of ability to provide services at this service is in quite good condition.

Dimensions of Employee Work Experience

The experience of employees in providing services as a dimension of professionalism in an organization, can be seen from the knowledge, skills and maturity of people in carrying out certain tasks or jobs without the direction of others, with a sense of responsibility and confidence (Siagian, 2000). To obtain information about this dimension, an interview was held with the Head of the Department, March 14, 2020. She stated, "work experience is something that is continuously being developed for staff and employees through various efforts in this Department, because it enables employees to serve those in need".

Interview with the Head of Piak and PD, and the Head - P3, on 16 and 17 March 2020 regarding this. The two informants said, "for us as staff and employees of a somewhat senior rank / class III, there are 19 people, and 7 people already in senior rank / group IV in this department, do have their respective work experiences. A total of 3 people with a work period of between 1 - 8 years, 15 people have a work period of between 10 - 20 years, 19 people have a work period of between 21-26 years, 3 people have a work period of between 27 years, 15 o have a work period of between 10 - 20 years, and 3 people have an intermediate service period. 16 years. In terms of procedures and technical matters of using IT, the experience of somewhat senior and senior employees is still limited. However, 12 easy-to-rank/class II employees, and one with rank / class I, do have more adequate work experience".

There was also confirmation with 5 residents who had received them at this service, on 16, 17 and 18 April 2020. They argued, "the level of experience of employees in providing services for citizens dealing in this service is adequate, especially the employees are rather senior and senior. Meanwhile, new employees have experience in handling technical data and information management electronically. The information above shows that the experience level factor in public services at this Department is in good condition

Dimensions of Employee Work Discipline

The discipline of employees providing services is an aspect of professionalism in an organization, in the form of obedience to rules, both written and unwritten, related to time and work or actions that have been determined in an orderly and consistent manner (Moenir, 1995). To find out information about this, an interview was held with the Head of the Department, on March 14, 2020. He said, "as the leader, he always encourages staff and employees to be disciplined in providing services to residents, according to the rules of working time, and set work. Time to

enter the office, 8 am, and go home at 5 pm, for Friday 2 pm, with the imposition of disciplinary action.

Interview with Head - PPS, and Head - P3, date: 16 and 17 March 2020, regarding this matter. Both said, "as staff, they always try to be disciplined in working time, and work to provide services for residents who need them according to the provisions. If an employee lacks discipline, he or she has been given verbal warning, written warning. Also confirmed this with five residents who had received services at this Agency, on: 17 and 18 April 2020. They argued, "the discipline of employees in providing services for residents in need at this service is still inadequate, because there are employees who sometimes come late, it also seems less orderly and consistent with the rules". This information indicates, the level of discipline of employees in providing services at this service is not optimal.

The results of this research indicate that the quality of service at DISDUKCAPIL Kota Ambon is in quite good condition, because it is determined by several aspects of the professionalism of its employees. Therefore, the results of this research support the research results of M. Salampessy (2019), showing that the quality of public services in the field of population administration by the administering apparatus at the Ambon City Population and Civil Registration Service Office is in quite good condition, this is influenced by the professionalism of the officers' work.

This is in line with Tangkilisan's (2007) opinion, that if a person seeks to provide prime or quality public services, then the organization bases professionalism on the goals to be achieved. Also relevant to Dwiyanto's (2014) opinion, in general the quality of public services has not improved significantly in districts/cities, therefore many district/city governments are trying to improve the professionalism of their employees, following undergraduate, postgraduate, and even doctoral education programs. Siagian (2000) emphasized that professional apparatus requires special knowledge and skills, formed through education and training as an instrument of updating, which enables them to carry out their duties and provide high quality, timely, and simple public services. The formation of capacity and quality must also be followed by climate change in a bureaucratic world that tends to be rigid and inflexible.

It is an urgent need for officials to work or provide services in a professional manner and be able to respond to global developments and the aspirations of the community by promoting responsive, innovative, effective service values and referring to the vision and values of the organization. As stated by Ancok (2000), professionalism is the ability to adapt to a rapidly changing environment and carry out its duties and functions by referring to the vision and values of the organization. According to Siagian (2000), the professionalism of employee work is measured in terms of speed in carrying out functions and refers to simplified procedures. Professionalism in the apparatus is seen in terms of: 1) Creativity, the ability to face obstacles in providing public services by making innovations, 2) Innovation, in the form of desire and determination to seek, discover, and use new methods, new work

methods, in carrying out their duties. The most basic obstacle to innovative behavior is a sense of satisfaction with the results of the work that has been achieved, and 3) responsiveness, the ability of the apparatus to anticipate and face new aspirations, new developments, new demands, and new knowledge. The bureaucracy must respond quickly so as not to be left behind in carrying out its duties and functions.

Opinion of Korten & Alfonso (1981), the professionalism of employee work in an organization, is measured by the expertise possessed by a person, according to the needs of the task at hand. This means that the apparatus in charge must properly master all existing work mechanisms and work methods, so that organizational goals can be achieved through improving the quality of service to service users or the existing community when handling the problems experienced. Mukarom & Laksana (2016), mentions measures to see the professionalism of employees' work in an organization, including: 1) commitment and consistency, 2) authority and responsibility, 3) integrity and professionalism, 4) accuracy / accuracy and speed, 5) discipline and work order, and 6) use of science and technology.

The results of this research support the research findings of Korten and Alfonso (1981), Siagian's (1996) opinion, and Pattah's (2018) research results. According to Korten and Alfonso, the professionalism of employees' work in an organization is reflected in the expertise they have in the form of knowledge, skills, work experience, creativity, innovation and work discipline so that it affects the quality of service to service users or the community who is there when handling problems experienced. Furthermore, according to Siagian (1996), professionalism is related to the ability of officials who work by being innovative, flexible, and having a high work ethic, which will certainly make a real contribution to the quality of service to service users. With work professionalism, individual performance will directly affect the quality of service delivery to service users. Meanwhile by Pattah (2018), service quality is in the form of: 1) physical appearance, 2) reliability, 3) comprehension, 4) guarantee/satisfaction, and 5) empathy, supported by factors of employee work professionalism, especially in terms of job skills, creativity/innovation, experience, and discipline.

In addition, the results of this research are also in line with the research conducted by Pakpahan & Seridawati. The findings of Agripa Pakpahan's (2009) research show that the professionalism of employees in Sidamanik District in managing ID cards can be said to be good, because the readiness of employees understands and carries out well the roles, duties and responsibilities of KTP management services, especially: employee discipline in starting and completing services, being able to do work is their responsibility, the attitude of employees to provide services to the community. Seridawati's research results (2010) show that there is a positive influence between the professionalism of employees' work on the quality of existing public services. In addition, the professionalism in the Personnel, Education and Training Agency of South Aceh Regency can be said to be quite good, although it still needs to be improved.

The implication of the results of this research is that improving the quality of public services for population administration and civil registration in a city or district can be realized properly, if the professionalism of employees' work is developed optimally through their involvement in S1, S2 and S3 education programs, even education and training structural and technical functional in a planned and systematic manner. Thus it can be concluded that the higher the level of employee professionalism, the better and also the quality of services provided to service users (public).

E. CONCLUSION

The quality of public services for population administration and civil disability for citizens in need at the DISDUKCAPIL of Ambon City is in an adequate condition, especially from three dimensions: 1) The responsibility of employees to provide services appropriately and correctly according to the type of service promised to the community; 2) Employee insurance provides services, through knowledge or insight, courtesy, self-confidence from the government, and respect for the community; 3) Employee empathy in providing services, willingness to approach, providing protection, and trying to find out the wants and needs of the community.

Meanwhile, there are three dimensions of public service quality that are still inadequate in the location of this study, namely: 1) Tangible service delivery, employee appearance and other physical facilities such as equipment or work that supports services; 2) Effectiveness of employees in providing services, through the achievement of predetermined goals, both in the form of long-term targets and missions; 3) Efficiency of employees in providing services, applying good working methods (light, easy, inexpensive, and short ways of working).

Four aspects or dimensions of employee professionalism in providing public services, which support the quality of public services in this study: namely: a) Employee knowledge of service mechanisms and procedures, b) Employee skills in providing services to residents in need, c) The ability of employees to provide services to citizens who need, and d) Experience of employees providing services. While the two aspects of employee work professionalism that do not support the three dimensions of public service quality at Ambon City DISDUKCAPIL are: employee discipline factor in providing services to residents in need.

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