Creation of Professionalism in Public Services by Developing the Competence of State Civil Apparatuses

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Abstract

The era of globalization demands a change in the paradigm of public service in government characterized by clean government or what is known as good governance. This has become a concern for the local government. The effect is that the state civil apparatus, or ASN, is required to provide quality public services based on the principle of public service. For this reason, a strategy is needed to build ASN competencies that include knowledge, skills, and attitudes. Therefore, the research aims to analyze the competency development of the State Civil Apparatus in creating public service professionalism. This research uses a qualitative approach with descriptive methods. The results of the study show that the creation of public service professionalism is highly dependent on the development of ASN competencies related to public services. This is supported by performance, employee accountability, employee loyalty, and employee capabilities. In this study, the authors suggest 6 points that can create public service professionalism if ASN competence is increased, namely increasing accountability, strengthening a sense of nationalism, forming public ethics, fostering an anti-corruption attitude, creating quality commitment, and providing optimal public services.

Keywords: *Competence, State Civil Apparatus, Public Service.*

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A. INTRODUCTION

As we know, the impact of globalization that is currently sweeping the Indonesian nation has influenced various aspects of national and state life (Priyono, 2018). As a result of the lack of anticipation or anticipation in globalization has created a widespread crisis in the economic, social, political, and governmental fields, the climax of which has resulted in a crisis of public confidence in the government (Maarif, 2010).

These situations and conditions left us all flabbergasted, and it seemed as if we were powerless to overcome the wave of crisis that was prolonged and increasingly spreading to the joints of the life of the nation, state, and society. Compared to neighboring ASEAN countries, these changing global conditions can be quickly and precisely anticipated so that they do not have the impact that has occurred in Indonesia (Dewi, 2010).

Government service to the community is one of the state administration activities to satisfy service users, in this case, the community (Kurniawan, 2016). In the administration of the state, the ASN factor is the main actor, which is the driving wheel of state administration. Because the apparatus is the driving force, the people's welfare can be achieved in accordance with the community's desires for an improvement in the quality of public services, regardless of what the state intends to achieve (Holidin

et al., 2017). Therefore, the significance of technostructure in the development of work standardization procedures is crucial.

State Civil Apparatus (ASN) plays a significant role in determining the quality of public services supplied by government entities. Therefore, the government is attempting to improve the quality of ASN by equipping its employees with skills connected to information technology. A non-negotiable technological revolution has altered the organization of the government's bureaucratic apparatus. This is a challenge for the government in creating a professional State Civil Apparatus (ASN) (Panguliman et al., 2018).

The current quality of the State Civil Apparatus (ASN) still needs to be improved. This is due to several things, not only low expertise or competence, other aspects related to character and personality need to show ASN professionalism in providing services (Handayani et al., 2018). The low quality of ASN is partly due to their educational background. This has a direct effect on the competency and work quality of ASN. If we look at the data on the number of existing ASN, namely 4.475 million people, 64% only have administrative skills, 37% are teaching staff, and 4.43% are health workers. So, you can imagine that only a handful of ASNs have the ability or competence as leaders who can make decisions, motivate staff, and generate new creative and innovative ideas (Sakir, 2019).

Administrative jobs still dominate the work and tasks carried out by ASN. Haryadi et al. (2017) stated that administrative work is not included in the significant category, although it is still needed to create orderly and tidy office management. Administrative work is still required but must be arranged according to organizational needs and employee qualifications.(kristian, 2019)

To develop ASN competencies that prioritize the principles of public service, including the general interest of legal certainty, equal rights, the balance of rights and obligations, professionalism, participatory, non-discriminatory, openness, accountability, special treatment for vulnerable groups, timeliness, and speed, convenience, and affordability (Hadi, 2016). Officials are obliged to possess a higher level of expertise and grasp the expertise of public services. Article 69, paragraph 3, of the Law number 5 of 2014 about State Civil Apparatus stipulates that the technical, management, and social competences are essential for apparatus personnel. Article 233 of Law Number 23 of 2014 stipulates that government workers who fill the position of head of the Regional Apparatus must meet technical, managerial, and sociocultural competency standards. In addition to these abilities, ASNs who occupy the head of the Regional Apparatus must possess government competences in order to provide the necessary personnel assistance in terms of number and competency levels to carry out Government Affairs, which fall under the Region's jurisdiction. In this way, the Regional Government will have a sufficient career bureaucracy in terms of personnel and expertise to provide effective and efficient community services (Mulyono, 2015).

Providing excellent service is a vital element of the apparatus's responsibilities, which is reflected by excellent service quality. One of the goals of bureaucratic reform

is to increase the quality of public services; however, the implementation of this goal is not exclusively focused on results, but rather on attaining these results (Hidayat, 2019). According to Public Services Law Number 25 of 2009, "the state is obligated to serve every person to fulfill their rights and needs in the context of public services." The role of the government apparatus itself as a service provider has a very large influence on service quality. As apparatus, they must fight to restore public trust in the government and eliminate negative perceptions of government services (Setiadi, 2018).

Phenomena in services are often encountered in practice even though there are already standards and policies that regulate them. However, the problem of timeliness in providing services, service costs, supporting resources in the implementation of services, and service procedures need to be more cohesive, and lack of human resources is an obstacle in the delivery process of public services that often occurs (Ambia, 2018). So that this can be avoided, it is necessary to continuously improve the competence of government officials so that apparatus can understand the ins and outs of service as a whole, the goals of work achieved by the organization, cooperation in work, policies that apply in systems and procedures and employee behavior that is expected by the organization and service recipients. This can be done with education and training, which is expected to increase the apparatus's ability (Mandey et al., 2015).

Based on the above thoughts, the writer is interested in studying the development of ASN competencies in more depth to create professionalism in the implementation of public services. Besides that, to find out more clearly about the factors that support the professionalism of the ASN public service and what efforts are made by ASN to improve their competence.

B. METHODS

The author employs a qualitative method of description. Using this strategy, the author attempts to describe, analyze, and construct meaning concerning existing phenomena (Sugiyono, 2011). Qualitative research is research undertaken in real-world contexts to investigate and comprehend phenomena. The purpose is to investigate what occurred, why it occurred, and how it occurred. The descriptive approach can be regarded as solving problems by depicting the current status of the subject or research object, such as persons, institutions, groups, and society, based on observable facts and so on (Nawawi, 2015). The descriptive technique, according to Nazir (2013), evaluates the current status of a group of individuals, an object, a set of conditions, a system of ideas, or a class of events. This descriptive investigation tries to create a systematic, factual, and accurate description, image, or portrait of the facts, qualities, and relationships between the examined events.

C. RESULTS AND DISCUSSION

1. Creation of Professionalism in Public Service

Realizing good and clean governance must also be supported by one of the basic elements, including the professionalism of employees in carrying out their duties. Inside are employees who are professional in carrying out their duties and functions. Professionalism is more aimed at the ability of the apparatus to provide good, clean, fair, and targeted services, not just compatibility of expertise with the place of assignment. Each apparatus must have the ability and expertise to understand existing developments and the needs of the community served.

According to Tjokrowinoto (1996), what is meant by professionalism is the ability to carry out tasks and provide public services with high quality, on time, and simple procedures. A person's ability to carry out his duties and functions must be followed by the development of the environment in which he works.

Another view of professionalism is put forward by Siagian (2000). He states that professionalism is "Reliability in carrying out tasks so that they are carried out with high quality, at the right time, accurately, and with easy procedures." This is understood and followed by the customer. Departing from the opinion above, the ability of an apparatus only happens gradually but needs to be formed through education and training. The knowledge and skills possessed by the apparatus are expected to match the needs of the tasks they carry out.

According to the theory of Albrecht & Zemke (2011), the quality of public services is the consequence of the interplay of several factors, including the service system, the human resources providing services, the strategy, and the customers. A good service system will generate high-quality service. A good system has and executes clear and precise service procedures and internal control mechanisms, allowing for easy identification of all abnormalities. Service standards are necessary for the quality of public services.

According to Dwiyanto (2005), the things that need to be considered in providing services so that the services can be quality, namely at least include: (1) Service procedures needed for service providers and recipients of services, including complaints, which are a series of work procedures related to one another so that there are distinct stages and methods that must be taken to complete a service. (2) Service completion time adopted from the moment requirements are met through the end of a service procedure, including the resolution of any complaints. (3) Service fee, inclusive of the particulars defined throughout the process of service delivery. (4) Receiving service products/service results according to established conditions. (5) Adequate infrastructure and service facilities provided by public service providers. (6) The competency of service delivery officers is suitably determined based on the necessary knowledge, expertise, abilities, attitudes, and conduct.

The factors supporting professionalism are employee accountability, loyalty, and skills. Furthermore, the author can describe as follows:

a. Performance
   Performance is very important in service because performance can measure the performance of service to the community regarding the level of achievement of the implementation of a service program in realizing the goals, vision, and mission of public service. Physical and non-physical factors must also support performance. The physical factors are equipment and supplies that support service activities and the existence of adequate service space. Meanwhile, from the non-physical aspect, namely providing easy-to-understand service procedures and a fast service process. Public services must be carried out professionally by supporting them physically and non-physically, such as adequate facilities and infrastructure and support for service activities. Moreover, provide service procedures that are easy to understand with clear and definite stages and provide an understanding of the community. Carrying out procedures that apply must be standardized so complicated and unclear service procedures will be minimized. The quality of public services can increase with good service procedures and adequate facilities and infrastructure.
b. Employee Accountability
   Accountability is an obligation, and the obligation demonstrates the resulting responsibility. In addition, these repercussions may take the shape of rewards or punishments. The accountability of employees must overcome obstacles such as making the correct decisions. Moreover, serve the community consistently and fairly in their tasks and responsibilities. The primary objective of accountability is to enhance employee performance in providing community services. Accountability is understood as a connection and process designed to fulfill the initial objectives, the allocation of adequate resources, and the evaluation of performance.
c. Employee loyalty
   Loyalty is an attitude that demands consistency, and loyalty is a concept related to commitment and dedication to others. The manifestation of loyalty is respect and trust. Loyalty is a valuable value in life. In service, the form of employee loyalty is shown to the people served. Loyalty is the quality or obedience of a service provider to the people served, shown through attitudes and actions. Employee loyalty to the community served can influence several factors, such as the level of satisfaction, the existence of emotional ties, and the existence of trust in the community.
d. Employee ability
   Employees' ability is a work process that provides understanding and the ability to provide services to the community. Someone who has significant ability will be able to carry out the tasks assigned to him, that ability is an individual's capacity to carry out various tasks in service. The term professional pertains to all levels of employee apparatus, from the highest to the lowest. Professionalism can be defined as a person's abilities and capabilities in their

respective fields and at their respective levels. Professionalism refers to the compatibility between the bureaucracy's talents and the task needs. Compatibility between skills and job needs is a requirement for the formation of professional personnel. This implies that the skills and capacities of the apparatus mirror the organization's intended direction and objectives.

2. Competency Development in State Civil Apparatus

Many organizations (in practice in the late 1980s) focused their HR management policies and practices around competency issues. Strategic change is increasingly recognized as a learning process where the ability to learn faster than competitors (meaning: reconstructing and adapting the organization's knowledge base) is the key to success. Observers as an assessment center can properly measure these competencies. Competence in the organization can develop according to the organization's demands. However, we need to describe and agree on the notions of competence in the organization.

According to Parry (1996), limitations of competencies and behavior can be classified into the following areas:

a. Understanding of the work that needs to be done - critical reasoning, strategic capabilities, business know-how
b. job completion - achievement drive, proactive approach, confidence, flexibility, concern for effectiveness, persuasion, influence
c. taking others with you - motivation, interpersonal skills, attention to output, persuasion, influence.

Spenser and Spencer (2008) argue that competence is the basic foundation of people's characteristics and identifies ways of behaving and thinking, equating situations, and supporting for long periods. This opinion emphasizes competence as a person's character capital in identifying how he behaves, thinks, and adapts. Concerning competency development, Sedarmayanti (2013) differentiates into four categories, namely:

a. Technical competence, namely competence in the field, is the organization's main task.
b. Managerial competence is competence related to various managerial skills needed in handling organizational tasks.
c. Social competence, namely the ability to communicate needed by the organization in carrying out its main tasks.
d. Intellectual/strategic competence, namely the ability to think strategically with a far-reaching vision.

ASN must master this competence in providing services to the community. To build a quality State Civil Apparatus (ASN), it is necessary to build a new paradigm of government characterized by being clean from collusion, corruption, and nepotism (clean government and good governance).

Improving the quality of public servants or ASN has become the dream and hope of every community. This is because the importance of ASN's increasing

competence will greatly impact the order in society and the country. For this reason, various kinds of strategic steps are needed by the government in order to create quality civil servants and optimal public services. The following are several things that can be achieved if the ASN competency improvement continues, namely:

a. Increase Accountability
   Accountability means accountability or circumstances that must be accounted for. So, accountability is an obligation for every individual, especially for an ASN or public servant. With accountability, the importance of ASN always increasing competence will give ASN more trust in managing public resources and their accountability. In this case, the aspect of accountability concerns five indicators: a relationship, results-oriented, require reports, improved performance, and requires consequences.
b. Strengthen the sense of nationalism
   A sense of nationalism makes a person understand how to create and maintain a country's sovereignty. So that there are common goals and aspirations in order to realize the national interest. So, the importance of ASN always increasing competence also needs to strengthen a sense of nationalism. So that ASN can love and be more grateful for the motherland by cultivating, glorifying, and maintaining all the potential of existing resources. Nationalism does not mean elevating one's nation and ignoring other nations, but vice versa. So, there is respect for other countries all at once. The values of nationalism also do not discriminate but respect national sovereignty.
c. Shaping public ethics
   It is an obligation for ASN as a public servant to have public ethics. This reflects the norms or standards that determine good or bad and whether the behavior is right or wrong so that it can be a direction in determining and implementing public policy. The basic values of public ethics that ASN should have include: upholding the Pancasila state ideology, working professionally and impartially, defending the 1945 Constitution, making fair decisions, creating a non-discriminatory environment, and upholding noble ethics.
d. Fostering an anti-corruption attitude
   An attitude or behavior that does not support efforts to harm the state or the country's economy is very important for an ASN. So, the importance of ASN always increasing competence is expected to foster a strong anti-corruption attitude. Anti-corruption is an attitude to oppose corrupt practices. Because corruption is one example of criminal acts that can harm people because they misappropriate state funds, the basic anti-corruption values must be applied honesty, independence, caring, responsibility, discipline, hard work, simplicity, fairness, and courage.
e. Create a quality commitment
   A commitment to quality creates a determination and responsibility that is effective, efficient, and innovative. So that it can be sustainable in order to improve performance at every level of the organization by involving everyone

in an organization. The elements contained in the quality commitment are effectiveness, the process of producing outputs to create satisfaction for someone; Innovation, the process of implementing or thinking for an idea that can have elements of benefit and novelty; Efficiency, the use of resources in a process, such as saving time, costs, thoughts, and energy in completing activities; Quality, dynamic conditions associated with products, services, processes, people and the environment that match or exceed consumer expectations.

f. Providing optimal public services

Certainly, the importance of ASN always increasing competence is to improve its main function, namely as a public servant. Along with the development of the times, public needs continue to change, so there must be adjustments to services from the government. For this reason, increasing the ability of ASN is urgently needed so that the public services carried out can be optimal. As well as being able to meet the needs and desires of the entire community. All layers can enjoy equal and equal services without negative attitudes and discrimination from ASN. The importance of ASN always improving competence is to provide the best service for society as a whole. So ASN can help the country to form a more advanced state order and the welfare of its people.

D. CONCLUSION

Professionalism in public services in Indonesia is generally felt to be less than optimal, mainly because facilities and infrastructure have not fully supported service activities, the public lacks understanding of service procedures so that they have not been effective and efficient, the community lacks understanding of the duties and responsibilities of employees in providing services, administration of government apparatus that has not provided a sense of comfort. The factors that can support the professionalism of ASN in public service are employee accountability, employee loyalty, and employee capabilities. ASN is required to have better competence and master public service competencies. Apparatus competence required in laws and regulations. In this study, the researchers formulated several things that could be achieved if ASN competencies continued to be improved, namely a) increasing accountability which included five indicators, namely a relationship, result-oriented, requiring reports, improving performance, requiring consequences; b) strengthening a sense of nationalism by not discriminating and discriminating, but respecting national sovereignty; c) forming public ethics which includes upholding the Pancasila state ideology, working professionally and impartially, upholding the 1945 Constitution, making fair decisions, creating a non-discriminatory environment, upholding noble ethics; d) creating a quality commitment which includes the elements of effectiveness, innovation, efficiency and quality; and f) provide optimal public services.

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