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Professionalism of Employee Work at the Public Works and Spatial Planning Office of Gowa Regency

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ABSTRACT

In a digital era like this that has a big impact on implementing work professionalism, it is necessary to organize apparatus resources that not only understand work but are also able to use digital well. This study aims to find out the picture of the professionalism of employees in the PUPR Secretariat of Gowa Regency. This research is descriptive by using qualitative methods and approaches to find out the picture of the professionalism of the work of employees in the PUPR secretariat of Gowa Regency. The number of informants in this study is 3 people, namely 1 Head of Service, and 2 from the Head of Sub-Division. The data collection techniques used are observation methods, interview methods and documentation methods. The data analysis technique in this study uses data collection techniques, condensation, data presentation, and conclusion drawing funds. The results of this study show that the professionalism of employees at the Public Works and Spatial Planning Office of Gowa Regency is in the "Good" category, this can be seen in each dimension, namely indicators of employee skills, it is good to see from employees who have skills that help their work process such as communication skills, governance skills in working creatively and innovatively. Competency indicators are good as evidenced by the existence of training on knowledge in doing work and competence in running software such as Microsoft Word and Excel. The indicator of employee loyalty is good, as evidenced by the cooperation between employees and leaders is good without any distinction so that employees are loyal to their agencies.

Keywords: professionalism, work, performance

INTRODUCTION

In this reform era, it has brought the Indonesia nation to the atmosphere of life with the hope of the need for reconstruction or rearrangement in all fields. At the first level, the demands of reform are directed at government apparatus as implementers of public services. The community wants Good Governance and an increase in public understanding of good governance in order to realize decentralized policies (Ayu et al., 2019; Idris et al., 2023; Niswaty et al., 2016). In addition, the community also wants government employees/apparatus who are professional in their fields (Darwis et al., 2020; Endrian & Lanin, 2022; Mountasser & Abdellatif, 2023). In a digital era like this that has a big impact on implementing work professionalism, it is necessary to organize apparatus resources that not only understand work but are also able to use digital well. Professionals in government management so that they will have a more quality impact, able to carry out public service functions, community empowerment and socio-economic development assisted by increasingly sophisticated digital technology. The implementation of development in the region will not run optimally if government officials/employees are not professional to carry out the vision and mission of the government or office.

In an agency, it cannot be separated from the role of employee professionalism because professionalism will be directly proportional to the output of the agency. This shows that the agency is very dependent on the professionalism of employees where they

must always be considered for their needs and demands so that employees always have maximum performance. Performance will be satisfactory if the workload allocated to each position holder is in accordance with the standard, not too high and not too low.

Professionalism can be interpreted as a disposition that is manifested in a behavior, a goal in carrying out work that will produce the best quality of its work, professionalism requires a determination of thought and action so that high work effectiveness is maintained (Ifeakor & Odo, 2017; Niswaty, 2018). The professionalism of employee work is highly determined by the level of employee ability which is reflected in daily behavior. This must refer to the potential of employees in carrying out the tasks they carry. With the professionalism of the work of bureaucrats or civil servants, they must be professional in their work while obeying the law, neutral, rational, democratic, innovative, independent, have high integrity and uphold public administration ethics, in providing services to the community.

The values of professionalism are a combination or combination of integrity, discipline, and competence. Integrity is related to the moral qualities demanded of every employee, namely being honest and clean from despicable actions and always prioritizing the interests of the state. Discipline is related to obedience, both obedience to various applicable laws and regulations and obedience to the time frame that has been set. Given the importance of work professionalism as a requirement to increase community satisfaction, every employee is required to constantly improve work professionalism, based on the assumption that work professionalism researchers who can support the implementation and realization of community trust and satisfaction are not in accordance with the expected conditions.

METHODS

This study uses a qualitative research method with a qualitative descriptive approach. According to Sugiyono: qualitative research method is a research method based on the philosophy of positivism, used to research on the condition of natural objects, (as opposed to experiments) where the researcher is the key instrument, data sampling is carried out by triangulation (combined) data analysis is inductive/qualitative, and the results of qualitative research emphasize meaning rather than generalization (Suprianto, 2024).

The descriptive qualitative approach was chosen because it wanted to solve the problem by describing or describing the state of the researcher's object based on existing facts and described in the form of sentences and language obtained from observation, interviews and documentation.

Through descriptive qualitative research, the researcher intends to describe events or phenomena according to the facts that occur in the field, as well as observed behaviors related to the professionalism of employee work at the Public Works and Spatial Planning Office (PUPR) of Gowa Regency.

RESULT AND DISCUSSION

Employee Skills

Employee skills are skills that can show the special actions displayed or in the nature of employees in carrying out their duties and responsibilities. Many activities are considered a skill, such as communication skills, governance skills, creative and innovative and many more. Employee skills are one of the factors in the effort to achieve the success of achieving the agency's goals. The purpose of job skills is to be able to facilitate a job in completing each job effectively and efficiently without any difficulties so that it will produce a good employee performance. Skills are also something that every

employee must have because skills are the skills, abilities, and dexterity of an employee in completing his work and the tasks given by the agency.

In accordance with the operational standards of employees and their respective positions, such as a data analyst who has mastered soft skills, as well as a secretary who has communication skills to support his duties in building relationships with other agencies. Strategies in improving employee skills by providing training to develop employee knowledge not only in personnel science but also basic skills such as computer skills training, communication science, and decision-making skills.

Employee skills are good, judging from employee activities when in the office, such as good communication skills, good organizational management, and the ability to solve problems that are also good, as well as creative and innovative in completing their duties and responsibilities as employees. The way to improve employee skills at work is to equip basic knowledge not only about personnel but also basic skills such as basic computer skills and other trainings such as participating in personnel analysis and employee performance or bee zetting position analysis.

Skills that can show the special actions displayed or in the nature of the employee in carrying out his duties and responsibilities. Many activities are considered a skill, such as communication skills, governance skills, creative and innovative and many more. Employee skills need to be developed is still widely ignored by employees who think that skills at work are not very important, but here they have to do their work according to the applicable SOP (Standard Operating Procedure).

The work skills at the Gowa Regency Public Works and Spatial Planning Office office in the Secretariat section are appropriate and running well, so it is said to be in the good category. Based on the results of observations in the field, employees have carried out their duties and responsibilities in various creative and innovative ways, for example, solving problems quickly and skillfully, employees have also mastered soft skills, as evidenced by the effectiveness of work in the data analysis section, so it can be said that the skills of employees in the service are quite adequate.

The strategy in improving the skills of employees in the service is by providing training to develop employee knowledge not only in personnel science but also basic skills such as computer skills training, communication science, and decision-making skills as conveyed by the head of the Public Works and Spatial Planning Office of Gowa Regency.

Skills use more physical elements than other elements, such as muscles, nerves, sensations, and the mind. In terms of appointing employees based on ability, this is one of the efforts to appoint employees based on ability which is one of the efforts to appoint employees based on ability.

Employee skills are one of the factors in the effort to achieve the success of achieving the agency's goals (Nurbakti, 2020; Saleh et al., 2021; Wahyuni et al., 2019). Based on the results of the research that has been carried out, it can be explained that employee skills are the main thing in the creation of professionalism in the work of employees at the Public Works and Spatial Planning Office of Gowa Regency is quite qualified in supporting their work, so it can be said that it is in the category of quite good. Job skills are skills that can work better and are able to use the work facilities provided in completing tasks and work (Rahman et al., 2024; Saleh et al., 2024; Suprianto et al., 2024).

Skills are also skills, or skills that employees have to do a job and can only be obtained through practice, both practice and experience in working creatively and innovatively. There are other opinions that are in line with the skills of employees. Working by using special skills or expertise is called working professionally. Thus the profession cannot be carried out by everyone, but can only be carried out by people who are really prepared to master the skills relevant to the requirements to be able to carry out the work efficiently, effectively and productively.

Employee Competencies

Employee competence is the work ability of each individual which includes aspects of knowledge, skills, and professional attitudes that are in accordance with the standardization expected by an agency, while competence is something related to individual abilities and skills to achieve maximum results at work, Competence can also be interpreted as individual character that can be measured and determined to show certain behavior and work performance in oneself somebody. Competence is about what kind of person they are and what they can do, not what they might do. Furthermore, it was emphasized that the core of employee work competence is more oriented to employee professionalism, which is tasked with providing services to the community in an honest, competent, fair, and equitable manner. Work competence is also for a Civil Servant that can indeed be addressed in different ways. For those who care about the concept of a clear career plan, competence is the way to achieve a career path in a fair and transparent manner.

Employees who have competence in an agency will be able to perform their duties and responsibilities very well and complete on time. When the tasks and responsibilities have been completed on time, it can be said that the performance of employees in the agency is running very well. The intelligence in analyzing a problem and being sensitive in reading the situation, fast and accurate and careful in making the best decisions. One of the important roles in the performance improvement strategy is the provision of rewards such as training certificates and awards from the Minister of Finance that will be given to employees, with rewards will motivate employees to work in achieving goals. So that there are no more employees who lack confidence, performance improvement will not run well if it is not supported by a good work spirit, therefore, support from fellow employees is needed to solve a problem.

The strategy in mastering a job is by paying attention to what will be done without rushing. The competence of employees in working is by mastering science in order to be able to analyze a problem to achieve the desired goal. The way employees apply competence in work by placing the employee in accordance with their mastered skills so that things that are detrimental to the agency do not occur.

Civil servants must have competence, because of the demands of duties, principals, functions, authorities and responsibilities that must be carried out, namely providing public services for the implementation of good governance in an effort to keep up with changes in the rapidly changing strategic environment, both the internal environment of the organization, as well as the external environment of the organization of the development of science, technology and the ongoing era of globalization which cannot be rejected and prevented anymore and the implementation of the regional autonomy. Judging from the performance of employees who work, it can be measured from the criteria or SOP (Standard Operating Procedure). Thus, the good or bad performance of employees can be seen from their competence in carrying out work tasks in accordance with their responsibilities.

Based on the results of the interview, it can be concluded that the competence of employees at the Public Works and Spatial Planning Office of Gowa Regency, especially the Personnel Secretariat, is appropriate and running well, so it is said to be in the category of good because it has worked in accordance with the tupoksi (main duties of civil servants) based on employee performance and position analysis.

Based on the results of observations in the field, employees have carried out their duties and responsibilities in various creative and innovative ways, for example, solving problems quickly and skillfully, employees have also mastered proven soft skills and are competent so that employees at the Public Works and Spatial Planning Office of Gowa Regency can no longer be said to be inefficient.

Employee competence is the work ability of each individual which includes aspects of knowledge, skills, and professional attitudes that are in accordance with the standardization expected by an agency, while competence is something related to individual abilities and skills to achieve maximum results at work, competence can also be interpreted as individual character that can be measured and determined to show certain behavior and work performance in oneself Competence is about what kind of person they are and what they can do, not what they might do.

From the results of the interview, it can be seen that the competence of employees at the Public Works and Spatial Planning Office of Gowa Regency has been sufficient in supporting their work, knowledge and expertise that have been determined by the agency, this can be seen from the way employees complete their work and problems in the office. So it can be said that the competence of employees in the Public Works and Spatial Planning Office of Gowa Regency has been in the category of quite good, as written in the Indonesia National Work Competency Standards (SKKNI) Service Sector in the Field of Office Administration Services (2007) SKKNI (2007) work competence is the work ability of each individual which includes aspects of knowledge, skills and work attitudes in accordance with the set standards. The Indonesia National Work Competency Standard is a formulation of work ability that includes aspects of knowledge, skills and/or expertise in work attitudes that are relevant to the implementation of duties and position requirements determined in accordance with the provisions of applicable laws and regulations.

Employee Loyalty

Employee loyalty is how we can see employee discipline at work, especially in terms of obedience in working in accordance with the applicable regulations in an agency. Loyalty is also closely related to a sense of responsibility at work. For this reason, an employee must appreciate hard work and respect each other and show loyalty to the agency and therefore the loyalty of the apparatus related to the characteristics of the professionalism of the employee's work is loyalty given to the leader, subordinates, and other colleagues various types of loyalty related to each other and nothing is absolutely given to one particular type of loyalty by ignoring the other.

Loyalty is created by a sense of unity and helping fellow employees, with this having a positive impact on the agency so that employees will find it difficult to leave the agency because they are used to the work atmosphere, so that loyalty in the agency runs well.

Employee loyalty is very high because employees are taught to help each other if there are employees who need help. Employees are also taught to work with integrity or consistency by doing work in accordance with SOPs.

Employee loyalty is very high with the holding of a special day, namely the "Healthy Wednesday" day, all employees are gathered in one of the halls to take part in healthy gymnastics without exception, this is proof of the high loyalty of employees to take part in the special day, the purpose of the agency is to hold a healthy Wednesday so that employees are not stressed at work.

Based on various findings from observations and interviews from informants, the research concluded that Employee Loyalty at the Gowa Regency Public Works and Spatial Planning Office, especially the Secretariat, is appropriate and running well, so it is said to be in the good category, from several leaders in this agency said that the employees have worked with high loyalty, It is evident from the many employees who cooperate with each other and help each other in achieving the goals of the agency, the employees are also very active in working in accordance with existing regulations and paying attention to the progress of an agency, this kind of loyal attitude is difficult to find in some people and is very valuable when an employee has it in working positively.

Loyalty is related to the level of discipline, especially compliance with applicable laws and regulations. If employees can obey existing regulations, discipline will be well reflected. Loyalty is also closely related to the ability to take responsibility for job responsibilities and responsiveness. In addition, there is no difference in loyalty in the provision of services based on certain groups. Employee loyalty is loyalty related to the level of discipline, especially in terms of compliance with applicable regulations. Discipline will be applied appropriately if employees can obey existing regulations. Loyalty is also closely related to the ability to take responsibility for work activities and responsiveness. Loyalty does not discriminate in the provision of jobs because in this agency it has been determined based on SOPs.

From the results of the interview, it can be seen that the loyalty of employees at the Public Works and Spatial Planning Office of Gowa Regency has been very proven, from several leaders in this agency said that the employees have worked with high loyalty, as evidenced by the number of employees who cooperate with each other and help each other in achieving the goals of the agency, the employees are also very active in working in accordance with existing regulations and paying attention to the progress of an agency, This kind of loyal attitude is difficult to find in some people and is very valuable when an employee has it at work. The employees have worked with great enthusiasm and dedication to the agency,

On the other hand, the employees have also worked by following all the rules in this agency, this proves that the loyalty of employees at the Public Works and Spatial Planning Office of Gowa Regency is already in the pretty good category. Loyalty is a tendency of employees not to move to another company because loyalty can affect the comfort of employees to work for a company. Loyalty can be defined as loyalty, devotion, and trust that a person gives or directs to the organization where they work, in which there is a sense of love, and responsibility to try to provide the best service and behavior . Thus, loyalty is the tendency of employees not to move to another company due to the suitability of the company's situation and conditions with the goals to be achieved.

CONCLUSION

Based on the results of the research and the discussion of the research results, regarding the Professionalism of Employee Work at the Public Works and Spatial Planning Office of Gowa Regency, it is seen from the skills of employees in working where the skills of employees are very good because many of the employees have skills that help their process in working such as communication skills, governance skills, creative and innovative. The competence of employees at the Public Works and Spatial Planning Office of Gowa Regency has been sufficient in supporting their work, knowledge and expertise that have been determined by the agency, this can be seen from the way employees complete their work and problems in the office. So it can be said that the competence of employees at the Public Works and Spatial Planning Office of Gowa Regency has been in the category of quite good, in this agency it is quite good, this applies comprehensively to all employees as the basis of qualifications in work, even in this agency the competence of employees is always trained by holding trainings on knowledge in doing their work, and competence in running software such as Microsoft Word, Excel, and PowerPoint. While the loyalty of employees in the agency is very high, the employees have worked with great enthusiasm and dedication to the agency, the employees have also worked by following all the rules in this agency, this proves that the loyalty of employees in the Public Works and Spatial Planning Office of Gowa Regency is already in the pretty good category with excellent cooperation between leaders and employees without any differences, The employees are also very loyal to

their agency, as can be seen from the way employees complete their work with enthusiasm and never leave what is their responsibility, employees are also very active in working in accordance with existing regulations and paying attention to the progress of an agency to achieve the goals they want to achieve.

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