



Professionalism of State Civil Services in Public Services in the Department of Population and Civil Registration of Luwu District

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Abstract. The purpose of this research is to find out the level of professionalism of the work of the State Civil Apparatus in public services which in this case involves several aspects that we must understand together and also examine the application of Standard Operating Procedure in the Population and Civil Service Office. Civil Registry of Luwu Regency, this type of research uses a qualitative method. This study uses a phenomenological approach that is observed in reality, and data collection techniques using interview and documentation instruments, the results of this research are responding to the state civil apparatus Professionalism about public services that have 2 aspects, namely (1) Responsiveness aspect, (2) Innovation aspect while Standard Operating Procedure The one in the Civil Registry Office of Luwu Regency has 3 indicators, namely: (1) Transparency, (2) Accountability, (3) Rule of Law.

Keywords: Professionalism · Public Service · Luwu District

1 Introduction

Bureaucratic professionalism is an absolute must for good governance. Achieving good governance requires an element of professionalism of government officials in the provision of public services. Professionalism here emphasizes the ability, skills and experience of government officials in delivering responsive and innovative public services (Tjikowinoto, 2001: 3).

The state apparatus is the basis for the implementation of the government system that the existence of civil servants is essentially the backbone of the government in the realization of national development. Thus, civil servants are expected to be able to mobilize and initiate government tasks under development, including community service (Munasef 1996).

The notice states that civil servants are those who already meet the requirements set out in the applicable laws and regulations, are appointed by the competent authorities and are entrusted with duties in public offices. In keeping with their primary function as the chief enforcers of the government of this country, civil servants must have a high work ethic and temporal discipline (Gatot 1992).

Based on Sect. 14(1) of the Regional Government Act No. 32 of 2004, which states: "Matters within the competence of local governments for districts/towns are matters at the district/ city, including development planning and control; planning, operation and monitoring of land development; maintenance of public order and public peace; provision of public facilities and infrastructure; medical treatment; educational administration; solve social problems; working position; promote the development of cooperatives, small and medium enterprises; Local service environment monitoring; residence and civil status services; public administration services; investment management; Provision of other basic services; and other mandatory matters prescribed by laws and regulations".

Hardiansyah (2018), Public service is the provision of services to both the government and the private sector on behalf of the government or private entities with the community, or free of charge to meet the needs of community interests based on opinions.

Meanwhile, according to Insani (2016), standard operating procedures are guidelines for implementing office management to improve service delivery. Standard Operating Procedures are also defined as written standards used to encourage and mobilize individuals or groups to achieve a goal. As part of government officials' efforts to improve the quality of public community services, the government as a service provider must provide service guidelines in the form of standard operating procedures, which is one of the management tools for increasing productivity.

Luwu Regency Population and Citizen Registry Office is one of the government agencies that provides population management services, including issuing identity cards (e-KTP), issuing family cards (KK), birth certificates (AK) and other population management services. The standard procedure for government agencies, particularly in the Luwu Regency Population and Citizen Registry Office, is to provide quality, consistent, effective and efficient services to the community in terms of the service procedures to be performed. Population management as a system should be implemented in the context of the implementation of state management. Regarding the interests of the population, the administration of the population guarantees respect for administrative rights, such as public services and the protection of the population's documents.

People complain that the service system is unsatisfactory and also takes a long time, especially as a company, we also hear discrimination from some employees performing their duties, such as prioritizing judgment on people who are familiar with them, like family. a member of one of the employees, compared to those who have no relatives who perform their functions as employees of the Population Service and, as for some phenomena that occur in the field and become technical errors, such as access to the Population Office and People with disabilities of the population have to go through one of the municipalities of Luwu Raya itself, those of the sub-districts of Walendrang, Noord-Walendrang and Lamasi have to go through the city of Palopo, which is actually a Madya city, it takes more than two hours to get to the Bureau for Population and Civil Handicap to come.

2 Research Methods

This research uses qualitative research methods. The qualitative approximation procedure provides descriptive data in the form of written or spoken words of people and observed behaviors (Moleong, 2004). This approach concerns perceived phenomena

and the context of meaning surrounding a reality, describing or describing the objective state / object of investigation (a person, an institution, society and others).

The qualitative method is a research procedure that produces descriptive data in the form of written or spoken words about observable people and behaviors. This research will use a qualitative method, which is contextual research that uses the human being as a tool and fits into a reasonable situation regarding data collection which is generally qualitative in nature.

3 Results and Discussion

Luwu Regency is one of the regions in the administrative area of South Sulawesi Province. The Luwu Regency area is divided into two areas following the expansion of the city of Palopo, namely the South Luwu Regency south of Palopo City and the North Luwu Regency north of Palopo City. Luwu Regency covers an area of approximately 3,000.25 Km² or 3,000,250 Ha with a population of 369,391 people in 2014, with the majority of the population working in the agricultural and fisheries sectors. In general, the landscape features of Luwu Regency consist of coastal / coastal areas and mainland to mountainous hilly to steep, directly adjacent to the waters of Bone Bay with a shoreline length of approximately 116,161 km (Luwu Regency RTRW) (Fig. 1).

The Department of Population and Civil Status carries out tasks and responsibilities in the Population sector. As an organizational unit that carries out development tasks through administration or management in the strict sense, but also as a union that provides public services directly to the community, both in terms of population registration and marital status. Registration of residents in the form of services, release of personal data of residents, identity cards (KTP) and family cards (KK) (Fig. 2).

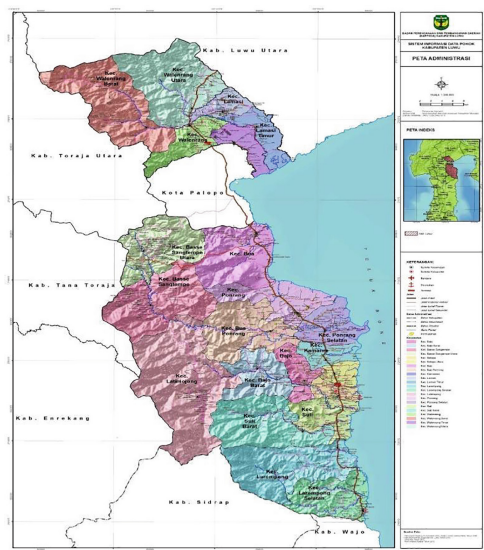


Fig. 1. Geographical location of Kab. Luwu

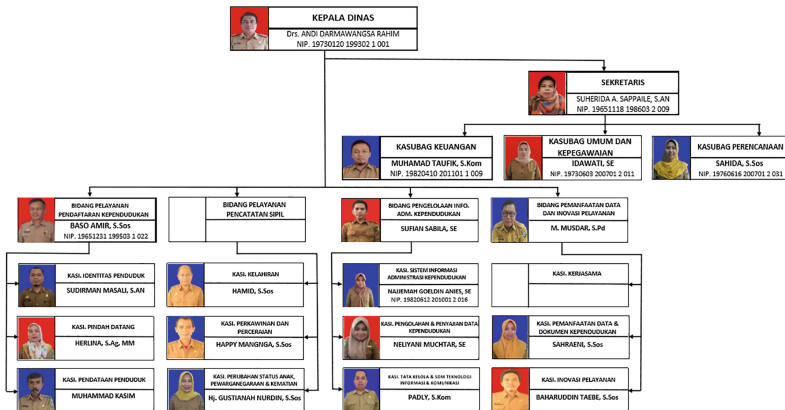


Fig. 2. Organizational Structure of the Population and Civil Registry Office of Luwu Regency

The goals and objectives desired by the population and the civil registry of the Luwu Regency are inseparable from the vision and mission of the Luwu Regency government. Luwu Regency's vision is "The realization of a Luwu Regency that is more advanced, more independent, more competitive and has a religious overtone".

Professionalism from the Aspect of Responsiveness

Community efforts will be monitored by considering the practice of providing vital registration services and programs. The processing time for issuing a civil status certificate according to the Regulation of the Minister of Interior of the Republic of Indonesia No. 69 of 2012 is 7 (seven) days for issuing a civil status certificate. General civil status no later than 14 (fourteen) days after all requirements are based on the standard operating procedures contained in the regional regulations have been defined. In matters of population administration at the Office of Population and Civil Status. Having to carry a birth certificate from the Kelurahan or village headman will only burden the community with paying the price for the signature of a Kelurahan or village official. This results in high opportunity costs that must be borne by the community in order to receive a benefit.

Professionalism from the Aspect of Innovation

Innovation as the embodiment of bureaucratic skills by relying on the creativity of the ranks of the bureaucracy to create new working models aimed at facilitating the performance of tasks and services to the community. The conclusion that can be drawn is that innovation is still a "utopia" and even becomes a terrifying specter if one does not want to be labeled as a development manager who is unfair and obedient to existing superiors and formal rules. Thus was born the term "live, reluctant to die, not wanting" where the ranks of the bureaucracy basically want to do good for the improvement of

the service, but because they are stumbled by the existence of formal rules and by blind loyalty to their superiors and formal rules, they can't do much.

Standard Operating Procedure for the Population and Civil Registry Office of Kabupaten Luwu

The application of the standard operating procedure is designed to ensure the smooth running of all matters related to the administrative services of the Population and Civil Registration Bureau of Luwu Regency. The SOP is one of the most important in the management process. The procedure in question makes it possible to ensure that the establishment of services approved by the State can take place regularly so that there is consistency in the work. When a procedure is established, anyone who does not follow it will not produce what is intended.

Transparency is the first concept that becomes one of the important indicators of good governance. Services will look good and bad judging by the existence of transparency in government. Transparency is a very important role for a service. The civil service is one of the focal points in improving employee performance, so various civil service organizations need to be closer to the community for easy access. Transparency leads to clarity of mechanisms/procedures, programs or activities, as well as opening opportunities for the public to submit comments, suggestions or criticism. In this case, the Standard Operating Procedure ensures transparency as the public knows the mechanism for the flow of public services and is open to the public to submit complaints and good information on the processing of services through the Community Satisfaction Index (IM).

Everything the author has found on the ground explains that this is fine for those who know the internet and websites, so there is no need to go back and forth to ask the Population and Civil Status Office directly for procedures and requirements. To be completed at the end of the Population Administration, in this will lead to the assumption that the standard operating procedure for Population Administration services is complex.

Accountability means that the services provided by public service providers must be held accountable **to** the government in accordance with the provisions of the legislation. Accountability, which means being responsible and accountable to the community for all activities carried out. Each government agency should be responsible for all activities and policies issued as stated (Bhatta in Srijayanti 2006).

From the day the perpetrator entered the field, it can be concluded that the application of the standard procedure of work in the Luwu Regency Population and Civil Registry, that is the discipline of the applicant, can see that the adequacy of the timetable is in compliance with what is determined, so that this level of discipline in the context of consistency with the implementation of the Standard Operating Procedure can be adequately achieved.

The rule of law is a legality, so it contains the idea that justice can be served by creating a system of objective, impartial, impersonal and autonomous rules and procedures. Bhatta's theory in Sri Jayanti (2006), which must be fulfilled to ensure the rule of law and a sense of justice for the community and the private sector for any public policy that is made and implemented. The population and marital status of the Luwu regency in providing community services has a reference or a legal basis in the performance

of population administration services. Any violation of the service certainly has a legal basis which is a legal standard or statutory provision that forms the basis for any service.

4 Conclusions and Suggestions

Based on the above research, several conclusions can be drawn from this study (1) Professionalism in terms of responsiveness is further hampered by formal rules that explicitly regulate the duties and functions of the service. (2) Professionalism under the aspect of innovation: there is no visible innovation from the existing apparatus in service there are still many obstacles, individual and institutional, to develop innovative ways of working.

Considering the indicators showing the application of the Standard Operating Procedure in the Office of Population and Civil Status of the Regency. Luwu (1) Transparency in the application of SOPs to population management services is quite good, measured by the clarity of procedures, requirements and costs which are openly communicated, (2) Accountability in the application of POS in population management services can be judged by accuracy, read discipline and speed. (3) The rule of law shall have a legal basis and a sense of justice in the application of the rule of law, implement the legal basis in accordance with the rules of the rule of law, and ensure that management of population management records appears fair regardless of ethnicity and race.

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