

Analysis Of Employee Work Professionalism At The Satpol Pp Bekasi City Office

Triana Nur Laela¹, Puji Wahono², Terrylina Arvinta Monoarfa³

¹Department of Digital Office Administration, Universitas Negeri Jakarta, Indonesia

²Department of Office Administration Education, Universitas Negeri Jakarta, Indonesia

³Department of Digital Business, Universitas Negeri Jakarta, Indonesia.

Abstract

Professionalism in the Workplace is a very important value within an institution or organization, as it significantly affects employee performance. Professionalism is defined as a behavior that shows commitment and accountability as a professional, in terms of skills, abilities, and work ethics. In an institution, it is important to increase education and training for employees to improve their professionalism. Additionally, the institution should ensure a conducive work environment and provide incentives for employees who have high professionalism. This professionalism of employees can be one of the factors that distinguish a successful institution from an unsuccessful one.

The research aims to gain an understanding of professionalism at the Satpol PP Office in Bekasi City using a qualitative descriptive method. The research uses primary and secondary data, including observations, interviews, documentation, and supporting previous studies on the topic of work professionalism.

The results of the research show that employees' perceptions of work professionalism are characterized by their commitment to their work, being on time, discipline, and not procrastination. Factors that contribute to employees working responsibly at the Satpol PP Office in Bekasi City include finding a balance between work and personal life, which can reduce stress and increase employee motivation. The office has taken steps to improve professionalism among employees by providing guidance and training, as well as imposing sanctions on those who do not work professionally.

Keyword: Work Professionalism; Employee Factors; Improvement Efforts

1. Introduction

In the era of globalization and intense business competition, professionalism in work becomes one of the keys to an organization's success in Indonesia. Over the past few years, Indonesia has experienced significant development in the fields of business, technology, and economy. However, despite this, many organizations still face performance and efficiency problems. One of the factors that can affect an organization's performance is professionalism itself. Professionalism in work refers to an individual's ability to complete their tasks effectively and in accordance with industry standards. In other words, professionalism in work is the ability to work with commitment, integrity, and high expertise. In other words, professionalism in work is the quality of an individual's ability to complete their tasks effectively and efficiently, as well as increasing organizational performance through improved work quality.

In Indonesia itself, work professionalism is very important for several reasons. First, Indonesia is a developing country that has great potential for economic and business growth. Therefore, work professionalism is needed to improve work quality and efficiency. Second, Indonesia has limited human resources which can affect the quality and quantity of production. Therefore, work professionalism is needed to increase work productivity and efficiency. Third, Indonesia has a work culture that is still not good. Therefore, work professionalism is urgently needed to increase public awareness and awareness of the importance of work quality.

Researchers conducted an interview with one of the employees in the general and civil service subsection as well as the public and community order section of the Satpol PP Bekasi City Office. According to employees' understanding of the definition of work professionalism, it is the level of ability, competence and behavior of a person, either an individual or a team, who works within an agency/office by showing seriousness, awareness and concern for the mandate carried out both in the duties, functions and objectives of an agency. the. With professionalism, employees can be committed to being aware of their work properly and on time. As well as being disciplined in work, ready to work and not procrastinating.

In addition, researchers formulate research problems that include understanding employee understanding of professionalism at work. This has been briefly discussed in the previous paragraph. Besides that, factors that influence employees to work and be responsible for their job descriptions in a professional manner and what efforts are made by the institution to minimize employees who do not work professionally. The purpose of this research problem is to identify employee understanding, what factors enable employees to be responsible for their job descriptions in a professional manner, and what efforts the Satpol PP office makes to handle employees who do not work professionally.

2. Literature Review

2.1 Human Resource Management (HRM)

Human Resource Management (HRM) is a systematic and goal-oriented process for managing human resources (HR) within an organization, with the aim of improving team performance, quality, and effectiveness. In HRM, HR is viewed as the most strategic and valuable asset for the organization.

Relationship with Professionalism at Work

HRM has a close relationship with professionalism at work. In HRM, professionalism at work is manifested through several aspects, including:

1. Competency development: HRM plays a role in developing employee competencies through training, career development, and motivation.
2. Employee empowerment: HRM provides opportunities for employees to contribute and improve their skills through supervision and performance evaluation.
3. Leadership and communication: HRM enables effective communication between leaders and employees, enabling employees to work more effectively and efficiently.
4. Performance monitoring: HRM continuously monitors and supervises employee performance, allowing employees to improve their performance.

As a result, HRM can help enhance employee professionalism, enabling the organization to achieve better goals.

Human resource management (HRM) as the science and art of managing the relationships and roles of the workforce so that they are effective and efficient help realize the goals of the company, employees and society. Human resource management is seen as a fairly important role in the industrial realm. What human resource managers do illustrates how human resource management is activated in the organizational environment.

2.2 Work professionalism

Professionalism can be defined as a culture that focuses on honesty, integrity, expertise and seriousness in carrying out work. In an organizational context, professionalism can be interpreted as a condition where employees have the ability, skills and high commitment to carry out organizational tasks well and in a balanced manner. A professional is someone who has expertise in their field, adheres to established standards and ethics in their profession, and performs their duties accordingly.

The level of professionalism of an employee is largely determined by their daily behavior within the organization. High-level employees with excellent skills will tend to achieve the organization's goals faster, whereas employees with low skills may lead to delays or deviations from the planned objectives. Professionalism at work can be understood as an individual's ability or skill to perform a task according to their respective field and expertise. Professionalism is closely related to the concept of "fitness" between the skills possessed by bureaucrats (bureaucratic competence) and the task requirements (task-requisite), where a match between skills and task requirements is a prerequisite for the formation of a professional bureaucracy. In other words, the skills and abilities of officials reflect the direction and goals that an organization wants to achieve.

2.3 Factors Supporting Professionalism at Work

In the context of professionalism at work, there are several supporting factors, according to (Sudarman, 2022), including:

1. Performance

Performance refers to work achievement, work execution, and work appearance. According to Gibson, performance or competence is the desired outcome of behavior, which is produced within a certain period of time.

2. Accountability of Employees

Accountability is a strategic policy that must be implemented to ensure the compliance of employees with their duties and tasks. Accountability also involves giving responsibility for performance to specific parties.

3. Loyalty of Employees

Loyalty is related to the characteristics of professional behavior, as mentioned by Islami in Royen, which refers to devotion given to institutions, laws, superiors, subordinates, and colleagues.

4. Ability of Employees or Civil Servants

Professionalism of employees is largely determined by the level of employee ability, which is reflected in their daily behavior. This term refers to the potential of employees to perform their tasks and responsibilities.

2.4 Characteristics of Professionalism at work

The characteristics of professionalism at work align with the demands of good governance (Rusmilawati et al., 2020), including:

1. Equality (equivalence), which refers to the provision of equal treatment to all stakeholders.
2. Equity (justice), which involves not only equal treatment for all, but also fair and just treatment.
3. Loyalty (loyalty), which involves devotion to the constitution, leadership, subordinates, and colleagues.
4. Accountability (accountability), where every government official must be willing to accept responsibility for their actions and decisions.

2.5 Indicators of Professionalism at Work

Indicators of Professionalism at Work Professionalism at work can be measured by:

1. Creativity, which refers to the employee's ability to plan their work, provide feedback, and create new tasks.
2. Innovation, which can be evaluated based on an employee's ability to complete tasks efficiently.
3. Responsiveness, which can be observed through an employee's communication skills (Rahmah, 2020)

3. Material and Method

The methods used by the researcher in this qualitative study include:

Primary data collection methods, namely:

- a. Observation
- b. Interviews
- c. Documentation

And supplemented with secondary data, including:

- a. Previous research studies
- b. Journals
- c. Other supporting internet sources

1. Primary Data

a. Interviews

Interviews are used as a data collection technique when finding a problem to be investigated and when the researcher wants to delve deeper into the respondent's information. Interviews are question-and-answer sessions that are directed towards a specific goal, such as the research objective, and aim to gather important and relevant information related to the qualitative research focus.

b. Observation

Observation is a data collection technique that involves observing people or phenomena in their natural environment. It aims to understand and interpret the knowledge gained from the observation by examining various documents or sources. The researcher used participant observation, which involves immersing oneself in the observed environment to gain a deeper understanding of the phenomenon being studied.

c. Documentation

Documentation is a way to collect data and information in the form of books, archives, documents, writings, numbers, and images, such as reports and statements. This technique aims to gain an in-depth understanding of various phenomena by examining context, relationships, and meanings contained in the documents. Documentation can take various forms, including written notes, daily records, biographies, regulations, and monumental works. According to Albi Anggito and Johan Setiawan (2018), citing Keegan, "documents are data that should be easily accessible, can be reviewed easily, so that the case being studied becomes clear."

2. Secondary Data

The researcher conducted a literature review as a data collection technique by gathering information from existing literature and sources related to the research topic. A literature review is a systematic search for relevant literature in libraries or online databases to gather information related to the research topic. According to Zed (2004), a literature review is an activity related to collecting, reading, and preserving library materials, as well as processing reference materials without involving field research.

Furthermore, Sari (2020) explained that literature review involves collecting information and data at libraries using various sources such as references, previous research findings, articles, notes, and journals relevant to the problem being addressed. This process is done systematically to collect, process, and make decisions using specific methods or techniques to find solutions to the problem being addressed.

3.1 Design Study

This research employs a qualitative approach to understand the conditions of a particular context by providing a detailed and in-depth description of the natural setting, using primary data sources, and employing data collection techniques such as participant observation, interviews, documentation, and triangulation (Pahleviannur et al., 2022). In qualitative

research, case studies are often used as a common strategy. A case study is a research strategy that closely examines a program, process, event, or group of individuals.

Case study is a type of research that is able to answer several questions or objects within a specific phenomenon. Case studies are also referred to as a research strategy where the researcher investigates accurately in a program, event, process, activity, or group of individuals. These cases are limited by time and activity, and the researcher collects information comprehensively through various data collection procedures based on the predetermined timeframe (Luthfiyah, 2018).

3.2 Data Analysis

Data analysis is a process of processing data that aims to find information that can be used as a basis for solving problems in decision-making. There are four steps in the analysis process, namely:

1. Data Collection

Researchers conduct data collection simultaneously with analysis. Information obtained through observation, interviews, and documentation can be used as material for analysis.

2. Data Reduction

Data reduction is a stage of simplifying categorization and removing unnecessary elements, so that the data can produce meaningful information and facilitate conclusion drawing. Therefore, data analysis through data reduction is crucial to overcome the large amount of data and complex data.

3. Data Presentation

Data presentation is an activity that creates a report on research results to be understood and analyzed according to the desired goals. The presented data must be simple and clear so that it can be understood by others.

4. Verification or Conclusion

The final step in qualitative data analysis is verification or conclusion. The initial conclusion is temporary and will change if no strong or supporting evidence is found during the data collection stage. On the other hand, if the initial conclusion is supported by new evidence found later, then the conclusion presented is considered credible.

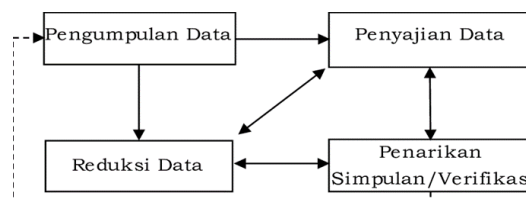


Figure 1. Data Result Components

Source: (Kurniati et al., n.d.)

4. Result

4.1 Unit of Analysis and Research Scope

In this research, researchers used research based on the research stages, data sources and data collection techniques described previously. This research stage was carried out in a fairly effective and efficient time by the researcher. Data Collection Technique: Researchers conducted direct observations and structured interviews with several employees who were deemed capable of providing information regarding employee work professionalism at the Satpol PP Bekasi City Office. The number of informants in this research was 4 people who were selected to be the informant sample, consisting of: 2 people in the General and Civil Service Subdivision, and 2 employees in the public order and society Section.

4.2 Participant Description

This research uses a qualitative method/type of approach, namely descriptive qualitative. The aim of this research is to determine and analyze work professionalism in the Bekasi City Satpol PP Office. Especially in the General and Civil Service Sub-Section and the public order and society Sub-Section.

The Civil Service Police Unit (Satpol PP) is a regional apparatus whose purpose is to enforce regional regulations and regional head regulations, maintain public order and peace and provide community protection. This office has several Work Units and Divisions that are involved in office activities, and have their respective responsibilities. One of them is the General and Civil Service Sub-Section and the public order and society Sub-Section which is the focus of research for researchers. For this reason, participants in the interview were employees of the General and Civil Service Section and the public order and society section.

Table 1. Interview Participant Data

No.	Participants	Position	Length of Work
1.	Participant A	General and Personnel Sub-Division	10 Years
2.	Participant B	General and Personnel Sub-Division	6 Years
3.	Participant C	public order and society Sub-Division	15 Years
4.	Participant D	public order and society Sub-Division	10 Years

Source: Processed by Researchers (2024)

4.3 Results Data

The data obtained from the interviews were obtained by the researcher by making a table of researcher questions and participant answers. Which contains information regarding participants' views or understanding regarding work professionalism, certain factors in the

work environment that make employees responsible for their job descriptions professionally and efforts made by agencies to minimize employees who are not professional at work.

Table 2. views regarding work professionalism

Researchers	What do you think is the definition of Work Professionalism?
A	In my opinion, the definition of professionalism is the level of ability, competence, and behavior of a person, either an individual or a team working within the scope of the agency/Office by showing seriousness, awareness, and concern for the mandate carried out both in the duties, functions, and objectives of an agency.
B	In my opinion, professionalism means that employees can be committed to being aware of their work properly and on time. As well as being disciplined at work, ready to work and not procrastinating.
C	Work professionalism is an attitude or action that reflects quality, ethics, and commitment in carrying out a task or job as best as possible. Work professionalism involves the ability to respect the rules, norms, and standards that apply in the work environment. A professional must have integrity, discipline, responsibility, cooperation, and high dedication to the work carried out.
D	In my opinion, work professionalism includes the ability to communicate effectively, solve problems carefully, and adapt to changes that occur in the work environment. With work professionalism, a person can become a reliable worker and make a positive contribution to the organization or agency where they work.

Table 3. Factors in the work environment related to the condition or situation of employees to be motivated to work and be responsible for jobdesc with professionals

Researchers	Are there certain factors in the work environment related to the condition or situation of employees to be motivated to work and be responsible for jobdesc with professionals?
A	There are several factors that affect employees to be motivated to work and be responsible for jobdesc, namely: information disclosure, information must be easily accessible and must be available, this employee can understand the situation or conditions of the job clearly. In addition, discipline and seriousness in work. This must be maintained with the aim that the employees themselves feel that their work is important and affect the results.
B	Work-Life Balance provides a healthy work-life balance that can reduce stress and increase motivation, allowing employees to focus on their work without burnout. In addition, a collaborative work environment where employees are valued and respected fosters a sense of teamwork, motivates them to take an active role and contributes to the success of the team/organization.

C	Factors that can increase employee motivation and responsibility for their work in the work environment are effective communication with open and clear communication between superiors or subordinates as well as a Healthy Work Environment with a positive work atmosphere, support from colleagues and superiors, and the balance between work and personal life can help employees feel comfortable and motivated.
D	Work environment factors that can motivate employees to work professionally and responsibly for their duties are: clear and open communication between leaders and employees. Employees will be more motivated if they have a clear understanding of what is expected of them and get feedback regularly. Additionally, creating a supportive, inclusive, and collaborative work environment can also increase employee motivation and responsibility. Social support from colleagues and superiors is also important in building a professional and responsible work culture.

Table 4. Improvement efforts made by the agency to minimize employees who do not work professionally

Researchers	What are the improvement efforts made by the agency to minimize employees who do not work professionally?
A	Efforts are made to minimize unprofessional employees, namely by developing the quality of human resources in the Satpol PP office, in addition, compiling a code of ethics and employee behavior to increase awareness of the importance of work ethics and professionalism at work. We also give sanctions/reprimands to employees by evaluating the performance of the employees themselves.
B	Improvement efforts are made if employees do not work professionally, namely coaching and guidance, providing sanctions for violations if there are employees who do not work professionally.
C	In an effort to minimize employees who work unprofessionally, namely by developing employee training and development programs to improve their abilities and knowledge in doing their duties professionally, providing periodic performance evaluations, compiling a code of ethics to increase awareness of the importance of work professionalism.
D	To minimize employees who do not work professionally, this office usually makes various improvement efforts. Usually we provide periodic performance evaluations to assess the level of professionalism of employees and provide sanctions for violations and we provide enforcement of the code of ethics and work discipline, so that the existence of this code of ethics will provide clear guidelines and enforce strict disciplinary rules against ethical violations or unprofessional behavior.

5. Discussion

In conducting this research, the researcher found the results of the data that the researcher had carried out through research methods, including:

1. **Work Professionalism**, Work professionalism encompasses the ability to communicate effectively, solve problems carefully, and adapt to changes in the work environment. With such professionalism, employees can be relied upon and contribute positively to the organization or institution where they work.
2. **Motivating Work Environment**, Certain factors in the work environment related to employee conditions that motivate them to work and take responsibility for their job descriptions with professionalism include a work environment that motivates employees to work professionally and responsibly, and clear and open communication between leadership and employees.
3. **Improvement Efforts**, Efforts to minimize unprofessional behavior among employees include conducting regular performance evaluations to assess their level of professionalism, enforcing sanctions for violations, and upholding the code of ethics and work discipline. The code of ethics provides clear guidelines for unprofessional employees.

From the explanation that the researcher has made regarding work professionalism in the data results section, there are still deficiencies in the form of documentation or other analytical matters that may be needed to ensure the accuracy of the data in this research. but researchers carry out data analysis in other forms, namely through interviews and observations.

6. Conclusion, Implication, and Recommendation

6.1 Conclusion

Based on the analysis conducted from the available data, the following conclusions can be drawn:

1. Work Professionalism

Work professionalism encompasses the ability to communicate effectively, solve problems carefully, and adapt to changes in the work environment. With such professionalism, employees can be relied upon and contribute positively to the organization or institution where they work.

2. Motivating Work Environment

Certain factors in the work environment related to employee conditions that motivate them to work and take responsibility for their job descriptions with professionalism include a work environment that motivates employees to work professionally and responsibly, and clear and open communication between leadership and employees.

3. Improvement Efforts

Efforts to minimize unprofessional behavior among employees include conducting regular performance evaluations to assess their level of professionalism, enforcing sanctions for violations, and upholding the code of ethics and work discipline. The code of ethics provides clear guidelines for unprofessional employees.

6.2 Implication

1. Theoretical Implications

The research results obtained from previous research support research conducted by (Atika & Mafra, 2021), (Patahullah, 2021), (Rahim et al., 2022), (Natika & Septianti, 2023),

(Syahrum et al., 2019), (Prabayanthi & Widhiyani, 2018), (Marselita, 2021), (Karim et al., 2023), (Achmat et al., 2021), (Chrisdianto & Respati, 2019) from the results of this research show that Work Professionalism in the agency government or companies are very important to ensure smooth office activities and help build a good reputation for the individual/agency where they work.

2. Practical Implications

The results of this research can be used by agencies for materials future considerations and references to address employee work professionalism

6.3 Recommendation

The recommendations and suggestions for further research are:

1. Future research is hoped to conduct both qualitative and quantitative research, without limiting or determining its research method. This will help future research in finding references for their research.
2. To obtain better results for future research, it is hoped that additional documentation can be added so that the results obtained in the research are more accurate.

7. References

- Achmat, B., Baharuddin, Misbahuddin, Irfan, S., Yusriadi, Y., Chamidah, D., & Herlina. (2021). Analysis of Service Quality Improvement with Education and Training and Professionalism and Teamwork as Mediation Variables. *Sao Paulo*.
- Atika, K., & Mafra, N. U. (2021). Pengaruh Kualitas Sumber Daya Manusia dan Profesionalisme Kerja Terhadap Kinerja Karyawan Pada PT. PIN (Persero) Pelaksana Pembangkit Bukit Asam Tanjung Enim. *Jurnal Media Wahana Ekonomika*, 17(4), Article 4. <https://doi.org/10.31851/jmwe.v17i4.5098>
- Chrisdianto, B., & Respati, H. (2019). Determinants of Employee Performance: Study of Workability, Organizational Commitment and Professionalism in the Land Offices. *European Journal of Business and Management*, 11(23). <https://doi.org/10.7176/EJBM/11-23-09>
- Karim, M., Antoni, S., Oktarina, K., & Kerinci, T. A. S. I. (2023). The Effect of Teacher Professionalism in Islamic Religious Education in the Era of Society 5.0 in Indonesia:

- A Meta-Analysis. *Jurnal Pendidikan Dan Konseling (JPDK)*, 5(2), Article 2.
<https://doi.org/10.31004/jpdk.v5i2.13129>
- Kurniati, A., Yuniati, S., Rahmi, D., & Risnawti. (n.d.). *Komponen Analisis Data*. Retrieved June 26, 2024, from https://www.researchgate.net/figure/Gambar-1-Komponen-dalam-Analisis-Data_fig1_363725267
- Luthfiah, M. F. &. (2018). *Metodologi penelitian: Penelitian kualitatif, tindakan kelas & studi kasus*. CV Jejak (Jejak Publisher).
- Marselita, I. (2021). *Analisis Profesionalisme Pegawai Bidang Koordinator Museum Dan Hubungan Kelembagaan Pada Taman Mini Indonesia Indah* [Universitas Negeri Jakarta]. <http://repository.unj.ac.id/16908/>
- Natika, L., & Septianti, L. P. (2023). Profesionalisme Aparatur Sipil Negara. *The World of Public Administration Journal*, 5(1). <https://doi.org/10.37950/wpaj.v5i1.1653>
- Pahleviannur, M. R., Grave, A. D., Saputra, D. N., Mardianto, D., Hafrida, L., Bano, V. O., Susanto, E. E., Mahardhani, A. J., Amruddin, Alam, M. D. S., Lisy, M., Ahyar, D. B., & Sinthania, D. (2022). *Metodologi Penelitian Kualitatif*. Pradina Pustaka.
- Patahullah, P. (2021, August 1). *Integritas Dan Profesionalisme ASN di Era Milenial*. <http://www.ojs.bpsdmsulsel.id/index.php/sipatokkong/article/view/123>
- Prabayanthi, P. A., & Widhiyani, N. L. S. (2018). Pengaruh Profesionalisme, Budaya Organisasi dan Komitmen Organisasi pada Kinerja Auditor. *E-Jurnal Akuntansi*, 22(2), 1059. <https://doi.org/10.24843/EJA.2018.v22.i02.p09>
- Rahim, N. A., Murlinus, & Fajri, D. (2022). Profesionalisme Aparatur Sipil Negara dalam Meningkatkan Pelayanan Di Kantor Camat Hamparan Rawang Kota Sungai Penuh. *Jurnal Administrasi Nusantara Maha*, 4(1), Article 1. <https://doi.org/10.51279/janmaha.v4i1.541>

- Rahmah, F. (2020). *Profesionalisme Kerja Aparatur Sipil Negara Pada Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Tanah Laut* [Diploma, Universitas Islam Kalimantan MAB]. <https://eprints.uniska-bjm.ac.id/2707/>
- Rusmilawati, R., Arifin, J., & Suparti, H. (2020). Pengaruh Profesionalisme Kerja Pegawai Terhadap Kualitas Pelayanan Publik Di Kantor Kecamatan Tanta Kabupaten Tabalong. *JAPB*, 3(2), Article 2. <https://jurnal.stiatabalong.ac.id/index.php/JAPB/article/view/299>
- Sudarman, E. (2022). Pengaruh Profesionalisme dan Disiplin Pegawai Terhadap Kinerja Pelayanan Publik di Kecamatan Cikampek Kabupaten Karawang. *Aliansi : Jurnal Manajemen dan Bisnis*, 17(1), 9–16. <https://doi.org/10.46975/aliansi.v17i1.123>
- Syahrum, S., Usman, S., & Yamin, N. (2019). Pengaruh Profesionalisme Guru dan Kecerdasan Emosional Terhadap Kinerja Guru Pendidikan Agama Islam di MTS Negeri 2 Bulukumba. *Manajemen Pendidikan*, 14(1), Article 1. <https://doi.org/10.23917/jmp.v14i1.8514>