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The Influence of Employee Work Professionalism on the Quality of Public Services at the Tuwung Village Office, Barru District, Barru Regency.

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ABSTRACT

This study aims to determine whether there is an influence of employees' work professionalism on public service quality and to what extent employees' work professionalism influences public service quality at the Tuwung Sub-District Office, Barru District, Barru Regency. The research type is descriptive. The data type is quantitative, sourced from primary and secondary sources. Data collection techniques include observation, questionnaires, and documentation. Data analysis is conducted using SPSS version 16 for Windows application. The results of simple linear regression between professionalism (X) and public service (Y) and t-test hypothesis show a Beta value of 0.498 (49%), indicating that the influence of employees' work professionalism on public service quality at the Tuwung Sub-District Office, Barru District, Barru Regency is significant. Factors influencing employees' work professionalism on public service quality at the Tuwung Sub-District Office, Barru District, Barru Regency include leadership characteristics, staff characteristics, and organizational environmental factors.

Keywords: Professionalism, Employees, Public Service.

Pengaruh Profesionalisme Kerja Pegawai terhadap Kualitas Pelayanan Publik di Kantor Kelurahan Tuwung, Kecamatan Barru, Kabupaten Barru.

ABSTRAK

Penelitian ini bertujuan untuk mengkaji pengaruh profesionalisme kerja pegawai terhadap kualitas pelayanan publik serta sejauh mana dampak profesionalisme kerja pegawai terhadap kualitas pelayanan publik di Kantor Kelurahan Tuwung, Kecamatan Barru, Kabupaten Barru. Penelitian ini menggunakan metode deskriptif dengan jenis data berupa kuantitatif yang diperoleh dari sumber data primer dan sekunder. Teknik pengumpulan data meliputi observasi, kuesioner, dan dokumentasi. Analisis data dilakukan menggunakan aplikasi SPSS versi 16 untuk Windows. Hasil analisis regresi linear sederhana antara profesionalisme (X) dan pelayanan publik (Y), serta uji hipotesis t, menunjukkan nilai Beta sebesar 0,498 (49%) yang menandakan bahwa pengaruh profesionalisme kerja pegawai terhadap kualitas pelayanan publik di Kantor Kelurahan Tuwung, Kecamatan Barru, Kabupaten Barru, adalah signifikan. Faktor-faktor yang memengaruhi profesionalisme kerja pegawai terhadap kualitas pelayanan publik di Kantor Kelurahan Tuwung, Kecamatan Barru, Kabupaten Barru, antara lain adalah karakteristik pimpinan, karakteristik staf, dan situasi lingkungan organisasi.

Kata Kunci: *Profesionalisme, Pegawai, Pelayanan Publik.*

A.INTRODUCTION

It needs to be realized that to face a modern era like this, government administrators are needed, namely state officials who are professional and have a workforce that meets workload requirements. Professionals are people who have skills, reliability and responsibility in carrying out their profession. The term professional can also be described as a capable and skilled attitude possessed by someone in completing their work according to their respective levels and fields.

It can be concluded that State Civil Servants are people who work for a government agency in accordance with certain requirements stipulated by statutory regulations. According to Law Number 5 of 2014. Types, Status and Position of State Civil Servants: Regarding Types of Employees State civil servants are regulated in article 6 of Law Number 5 of 2014 (Muhammad & Husen, 2019). State Civil Servants are individuals who work in government institutions based on applicable legal provisions. This is in accordance with the definition regulated in Law Number 5 of 2014 concerning State Civil Apparatus. The short comment is that the statement provides a clear explanation regarding who is included in the category of State Civil Apparatus and how their status is regulated based on applicable laws and regulations.

Professional is defined as something that requires special intelligence to carry it out (Big Indonesian Dictionary). According to Sedarmayanti (2010), professionalism is an attitude or condition in carrying out work that requires expertise through education or certain training, and is carried out as a job that is a source of income.

Increasing employee work professionalism must be implemented and realized maximally and optimally, so that it can be carried out well and on target, in accordance with the vision and mission and plans of the regional government agency where they work. One of the scientific products that is developing very rapidly is in the field of technology. Today, the choice is no longer whether to use advanced technology or not in and by various organizations. Like it or not, want it or not, technology must be used (Siagian, 2018). The use of this technology greatly influences a person's professionalism in their organization.

The implementation of regional autonomy through Law Number 23 of 2014 concerning Regional Government contains fundamental changes in the system of authority and financial balance between the center and the regions, this will cause quite significant changes in all aspects of the regional government system which was previously based on the regional government approach. centralized.

Regional autonomy resulted in administrative reform. Administrative reform is more generally used to designate various types of activities related to

administrative activities such as improvements, audits, and resolution of all kinds of administrative problems.

The means to create a cleaner government is of course free from Corruption, Collusion and Nepotism (KKN) as well as the self-style of an administrative reformer (Zauhar, 2009). This law also states that autonomous regions are the authority of regional autonomous regions in regulating and managing the interests of local communities. This is according to their initiatives based on Regional Autonomy Policy In Law Number 23 of 2014, which states that what is meant by Regional Autonomy is the right, authority and obligation of autonomous regions to regulate and manage their government affairs and the interests of local communities following statutory regulations. This law also states that an autonomous region is a legal community unit that has territorial boundaries that are authorized to regulate and manage government affairs and the interests of the local community, according to their initiatives based on the aspirations of the people in the system of the Unitary State of the Republic of Indonesia (Askar & Mukmin, 2020).

This shows the importance of regional autonomy in managing government affairs and the interests of local communities in accordance with their initiatives and aspirations. This reflects the principles contained in Law Number 23 of 2014 concerning Regional Autonomy, which gives autonomous regions the rights, authority and obligations to regulate their government affairs. Thus, this statement emphasizes the importance of regional participation and independence in managing their local affairs in accordance with the law and community aspirations.

Based on Law Number 23 of 2014, regencies/cities are given broad authority both in government affairs and in development management as stated in Chapter III Article 14 Paragraph 1, which emphasizes that mandatory matters which fall under the authority of regional governments for regencies/cities are large scale matters. Regency/City includes planning and controlling development, utilization and supervision of spatial planning, provision of public facilities and infrastructure, implementation of education and handling of the health sector.

Autonomous authority provides freedom for regions to carry out government in various fields such as foreign policy, justice, defense and security, religion, monetary and fiscal. Broad autonomy also includes various authorities in a unified whole in government administration which includes planning, implementation, control and evaluation. Responsible autonomy is realized and accounted for as a consequence of the rights and authority of the region as an embodiment of the duties and obligations that must be carried out by the region to achieve government goals, especially improving services and community welfare.

The network of informal relationships has a major influence on the activities of each organizational unit. Relationships within the organization, both formal and informal, have great power in determining the behavior of each member (Zauhar, 2009). The behavior of organizational members greatly influences the quality of public services.

Public services are all service activities of a general nature in the form of goods and services carried out by government agencies, whether at the central, regional or regional state-owned enterprises in accordance with the provisions of statutory regulations. This public service process must be accompanied by a process of empowering institutions and (government) officials who are deemed capable of providing quality services that are considered good by the community. In an administrative state, those referred to as state servants and public servants are the government and all its staff. This role is described in a simple form with the hope that every service provided is in accordance with what is needed by the entire community (Sinambela, 2014). Furthermore, Muhammad (2022) stated that in the current era the demands for the provision of services today are increasing. This can be seen by the increase in community services carried out by government agencies and private companies operating in the field of services. Services are activities or activities offered by organizations or individuals to customers or visitors, which are intangible and cannot be owned.

The bureaucracy is obliged to serve the interests of um, stating that um because basically the bureaucracy was formed to implement government tasks, especially in providing and fulfilling public service needs.

In providing services to the public, professional bureaucratic behavior is needed which is supported by communication skills, because this is one of the determining factors in achieving optimal service quality. Also, professionalization is part of the government bureaucracy in the form of knowledge, skills, abilities, communication, attitudes and behavior needed to carry out the main tasks, functions and authority and responsibilities mandated to them.

Progress in society is marked by one characteristic, namely progress in society's life in the form of the dynamism of society itself. Apart from being dynamic, society's life today is characterized by a critical attitude in responding to everything that can be understood because the level of society's education has progressed. This condition provides an opportunity for the community to develop their thinking power, therefore the community's demands and needs for fulfilling quality public services cannot be avoided.

Uncertainty when dealing with bureaucracy is one of the problems most often experienced by society. Mainly, it is difficult to get certainty of service. For example, such as KTP services, Family Cards and so on, prices can vary depending on many factors that cannot be fully controlled by service users. Complaints often arise because the service they receive often insults their dignity as citizens.

Based on the current conditions of public services implemented by government officials in Indonesia, they are no longer relevant in the era of globalization which is based on competitiveness with the quality of public services. The phenomenon mentioned above does not only occur at the top level of officials, but also occurs at lower (local) level officials, both regional, sub-district and village/sub-district officials.

The sub-district is the smallest local government agency. In the government draft Law No. 73 of 2005, concerning Villages, Article 6 paragraph (1), explains that the Village consists of the Head of the Village and the Village apparatus. Then paragraph (2) explains that the sub-district apparatus consists of the sub-district secretary and a section consisting of four sections and functional positions. In carrying out their civil service duties, sub-district officials are responsible to

the Lurah. The sub-district officials are drawn from civil servants who are appointed by the regional secretary of the district and city of origin of the sub-district head.

Masyitah et al (2023) stated that SOPs are not only internal but also external, because apart from being used to measure the performance of public organizations related to programs and activities, they are also used to measure the performance of public organizations in the eyes of the public in the form of responsiveness, responsibility and accountability for the performance of government agencies. Minimum Service Standards (SPM) and Standard Operating Procedures (SOP). The importance of Standard Operating Procedures (SOP) is not only from an internal organizational perspective but also from an external perspective, namely how SOPs are used to measure the performance of government institutions in the eyes of the public. The brief comment is that the statement underscores the importance of transparency and accountability in the performance of government agencies, and makes clear that SOPs have a dual role in assessing the efficiency and responsiveness of government organizations.

Government Regulation Number 65 of 2005 concerning Guidelines for the Preparation and Implementation of Minimum Service Standards, states that SPM is a provision regarding the type and quality of basic services which is a mandatory regional matter and these services are entitled to be obtained at a minimum by every citizen, especially basic services. Therefore, every planning and budgeting must always pay attention to the SPM principles which consist of simplicity, openness, easy to measure, concrete, accessible, accountable and have achievement limits which are implemented in stages.

Tuwung Subdistrict as a government agency organization that provides public services, especially those related to licensing and non-licensing, is required to work professionally and be able to quickly respond to every demand and aspiration as well as various changes in the community environment with the main principle of bureaucracy which prioritizes the public interest. Various imbalances in the behavior of bureaucratic officials, especially in terms of the consistency of Tuwung Village employees in providing services, will reflect the

lack of professionalism of employees in carrying out their duties and indicate increasingly poor employee performance in providing public services. Apart from that, the problem that can be seen is the incompleteness of the SPM and SOP as guidelines for providing public services.

There is still a lack of technical capability in the apparatus, especially related to the use of information technology tools. In administering government there must be a national bureaucratic reform that is truly strongly supported by all components of the nation, by placing bureaucratic institutions that need to be organized, as a strong and proportional supporting structure. The increasing demands from society make it mandatory for employees to always excel in administering government which can increase their professionalism according to the field of work assigned to them so that their work creativity and productivity can also increase.

To carry out the duties and functions of public services in Tuwung Subdistrict, Barru Regency, it is hoped that bureaucratic officials will be able to demonstrate a professional attitude in the form of effective communication behavior, so that they can support the implementation of all service functions for which they are responsible. The types of services provided by the Tuwung Subdistrict government, Barru Regency are as follows:

1. Resident Identity Card (KTP) services
2. Family Card (KK) Services
3. Service of Land Transfer/Transfer of Rights Letters
4. Legalize documents such as a certificate of economic weakness, a certificate of land control from the sub-district, a certificate of inheritance, a statement of heirs, etc.

The implementation of good, clean and dignified government has long been the nation's ideals and hopes. Good service quality in the era of reform and regional autonomy has become a strategic problem, even a public issue for both academics, government and practitioners.

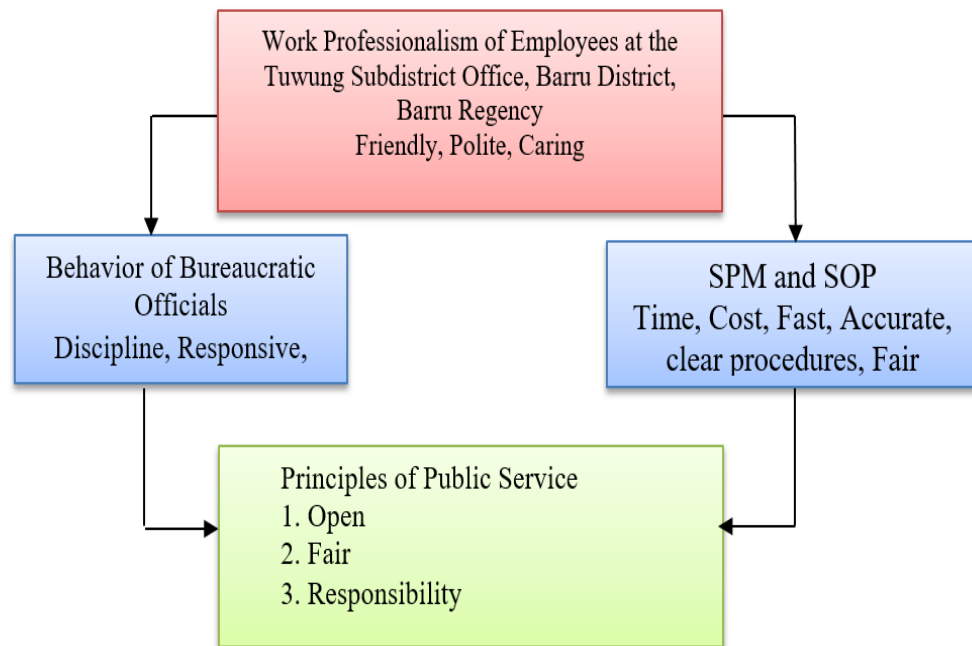


Figure 1 Framework of Thought

Hypothesis

According to Sugiyono (2018), a hypothesis is described as a temporary response to a research formulation. The hypothesis formulation for this research is outlined as follows: H0: There is no correlation between Professionalism (X) and Public Service (Y) H1: There is a correlation between Professionalism (X) and Public Service (Y)

B. RESEARCH METHODS

It is hoped that this research will be more focused in accordance with the desired objectives, so the author uses a descriptive quantitative approach to process the data obtained from the research location, where the data is data in the form of numbers or qualitative data in numbers.

A quantitative research approach is defined as searching for data or information which is a description of existing problems by applying proof of the theory used. The type of research used in this research is the descriptive type which is intended to provide a clear picture of the influence of employee work professionalism on the quality of public services at the Tuwung District Office, interpreting and explaining the data systematically. The basis of this research is a survey, namely filling out questionnaires to respondents containing questions regarding matters related to research.

C. RESEARCH RESULTS AND DISCUSSION

Research Results

Description of the research location in Tuwung Village, as part of Barru District, Barru Regency. This region has an area of 1331.90 km² before subtracting the transfer of railway land use, with land types that tend to be flat, undulating, hilly and mountainous, and a height of 0-750 meters above sea level. The climate in Tuwung Village is divided into rainy season and dry season, with the potential for rainfall and air temperature to support the development of the agricultural and livestock sub-sectors.

Apart from that, the article also discusses the demographic situation of Tuwung Village, which was originally Tuwung Village before becoming a sub-district in 1981. This change in status resulted in the head of government in Tuwung Village being held by a Civil Servant. In 1987, the main area of Tuwung Village also experienced expansion into 3 sub-districts, namely Sumpang Binangae Village, Coppo Village, and Tuwung Village itself. This shows the strategic role of the Tuwung sub-district in the administrative and geographical context of Barru Regency. Changes in status and regional expansion illustrate the dynamics that occur within the sub-district, as well as the great potential that this region has for developing the agricultural, plantation and livestock sectors which can have a positive impact on the community.

Descriptive Statistical Analysis.

The responses from 50 respondents were collected and then tabulated. The questionnaire results represent the respondents' responses to each question in the questionnaire. The tabulated data was processed using SPSS Version 16 software, which generated descriptive statistics for the research variables.

Descriptive statistics are based on the mean, minimum and maximum values, and standard deviation of all the questionnaire results for the variables in this study. The variables in this study consist of the professionalism variable (X) and the public service variable (Y).

The average deviation from the mean is referred to as the standard deviation. Standard deviation indicates the extent of data variability. The decision-making process here is if the standard deviation value is $>$ the mean value, then the mean value is considered a poor representation of the overall data. Conversely, if the standard deviation value is $<$ the mean value, then the mean value is considered a good representation of the overall data.

The test results obtained are as shown in the table below.

Table 1. Descriptive Statistics Analysis Results for the Professionalism Variable (X)

	N	Range	Minimum	Maximum	Sum	Mean		Std. Deviation
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error	Statistic
profesionalisme	50	7	33	40	1930	38.60	.242	1.714
Valid N (listwise)	50							

Source: SPSS Output Results, 2023

The spss output table above shows the number of respondents (N) is 50, of these 50 respondents the lowest (minimum) answer value is 33 and the highest (maximum) answer value is 40. The Range value is the difference between the minimum and maximum values, namely 7 and the value Sum is the sum of all respondents' answers, namely 1930. The average value of 50 respondents or mean is 38.60 with a standard deviation of 1.714. This means that the mean value is greater than the standard deviation, thus stating that the deviation in the distribution of data from the questionnaire results for the professionalism variable is relatively low.

Table 2 Descriptive statistical analysis results of Public Service Variables (Y)

	N	Range	Minimum	Maximum	Sum	Mean		Std. Deviation
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error	Statistic
pelayanan publik	50	17	23	40	1827	36.54	.582	4.117
Valid N (listwise)	50							

Source: SPSS Output Results, 2023

The SPSS output table above shows that the number of respondents (N) is 50, with the lowest answer value (minimum) being 23 and the highest answer value (maximum) being 40. The Range value is the difference between the minimum and maximum values, which is 17, and the Sum value is the total sum of all respondent answers, which is 1827. The average value of the 50 respondents, or the Mean, is 36.54, with a standard deviation of 4.117. This means that the mean value is larger than the standard deviation, indicating that the data dispersion deviation of the public service variable questionnaire results is relatively low.

Validity and Reliability Test

The validity test is used to determine the correlation between the variables of professionalism (X) and public service (Y) at the Tuwung Subdistrict Office. The Validity Test uses the SPSS Version 16 For Windows application. If the correlation of each question is positive and exceeds 0.30, then the question item is considered valid. A valid question item will be used for further testing, while an invalid question item must be replaced in subsequent research.

The type of approach used in the validity test is Bivariate Correlation, which is an analysis used to determine the closeness of the relationship between two variables and to determine the direction of the relationship. A question is considered valid if the r-value is greater than the r-table. Conversely, if the r-value is smaller than the r-table, then the question item is declared invalid. The minimum requirement for the r-table is at least 0.30 (Sugiyono 2018).

Table 3. Validity Test Results for the Professionalism Variable (X)

No. Item	r Count	r table	Description
Item 1	0.701	0.30	Valid
Item 2	0.561	0.30	Valid
Item 3	0.753	0.30	Valid
Item 4	0.645	0.30	Valid
Item 5	0.665	0.30	Valid
Item 6	0.609	0.30	Valid
Item 7	0.725	0.30	Valid
Item 8	0.649	0.30	Valid
Item 9	0.661	0.30	Valid
Item 10	0.661	0.30	Valid
Item Amount	1	0.30	Valid

Source: Processed SPSS Output, 2023

Table 4 Service Variable Validity Test Results

No. Item	r Count	r t able	Description
Item 1	0.868	0.30	Valid
Item 2	0.868	0.30	Valid
Item 3	0.710	0.30	Valid
Item 4	0.710	0.30	Valid
Item 5	0.486	0.30	Valid
Item 6	0.660	0.30	Valid
Item 7	0.868	0.30	Valid
Item 8	0.569	0.30	Valid
Item 9	0.569	0.30	Valid
Item 10	0.569	0.30	Valid
Item Amount	1	0.30	Valid

Source: Processed SPSS Output, 2023

The results of the validity test in both tables above show that the obtained r value is greater than the critical r value. Therefore, it can be said that each statement item in the questionnaire is valid.

Reliability testing on each questionnaire item is intended to determine the degree of dependence and stability of the questionnaire. The instrument in the study is considered reliable if it shows a Cronbach's Alpha value > 0.60 . This means that if the Cronbach's Alpha value obtained from the SPSS results is greater than 0.60, the questionnaire is considered reliable; conversely, if the Cronbach's Alpha is less than 0.60, the questionnaire is deemed unreliable.

Table 5 Reliability Test Results

Variabel	Jumlah Butir Pertanyaan	Cronbach's Alfa	Kesimpulan
Profesionalisme (X)	10	0.854	Reliabel
Pelayanan Publik (Y)	10	0.873	Reliabel
Jumlah	20		

Source: Processed SPSS output results, 2023

Based on the output above, all research variables are considered reliable as they have Cronbach's Alpha values above 0.60. The professionalism variable has a Cronbach's Alpha of 0.854, and the public service variable has a Cronbach's Alpha of 0.873. Therefore, it can be concluded that all research variables are reliable.

Normality Test

The purpose of the normality test is to determine whether the population data is normally distributed or not. In this study, the One Sample Kolmogorov-Smirnov test was used with a significance level of 0.05. The criterion for the power of the normality test is that the data is considered normally distributed if the significance is greater than 5% or 0.05.

Table 7 Normality Test Results for Variables X and Y

		Unstandardized Residual
N		50
Normal Parameters ^a	Mean	.0000000
	Std. Deviation	3.56898174
Most Extreme Differences	Absolute	.217
	Positive	.138
	Negative	-.217
Kolmogorov-Smirnov Z		1.536
Asymp. Sig. (2-tailed)		.18

a. Test distribution is Normal.

Source: Processed SPSS output results, 2023

Based on the table above, the probability value or Asymp. Sig (2-tailed) is 0.18. This value is compared with 0.05 (since a significance level of 5% is used) for decision-making using the following testing criteria:

If Asymp. Sig (2-tailed) < 0.05, then the data distribution is not normal.

If Asymp. Sig (2-tailed) > 0.05, then the data distribution is normal.

From the output results, it is obtained that the value of Asymp. Sig (2-tailed) is > 0.05, specifically 0.18 > 0.05, which means that all data are normally distributed.

Top of Form.

Linearity Test

The main purpose of the linearity test is to determine whether there is a linear relationship between the variables of professionalism (X) and public service (Y) or not. Linear regression analysis can be used if there is a linear relationship between variable X and variable Y. On the other hand, if there is no linear relationship between these two variables, then non-linear regression analysis is used. The hypotheses for the linearity test are:

H0: There is no linear relationship between professionalism and public service.

H1: There is a linear relationship between professionalism and public service.

Table 8. Results of Linearity Test for Variables X and Y

		Sum of Squares	df	Mean Square	F	Sig.
pelayanan publik * profesionalisme	Between Groups (Combined)	296.360	8	37.045	2.844	.013
	Linearity	206.276	1	206.276	15.836	.000
	Deviation from Linearity	90.084	7	12.869	.988	.453
	Within Groups	534.060	41	13.026		
	Total	830.420	49			

Source: Processed SPSS output results, 2023

Based on the table above, the significance level of Deviation from Linearity is 0.453. The significance level will be compared with 0.05 (using a significance level of $\alpha = 5\%$). To make a decision, the testing criteria will be used, which is if the sig. value > α then H0 is rejected and H1 is accepted, whereas if the sig. value < α then H0 is accepted and H1 is rejected.

Based on the table above, it can be seen that the sig value of 0.453 > 0.05, which means H0 is rejected and H1 is accepted. So, there is a linear relationship between the variables of professionalism (X) and public service (Y).

3. Simple Linear Regression Analysis

The results of the simple linear regression test in this research can be seen in the table below.

Table 9. Simple Linear Regression Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	+9.739	6.748		1.443	.155
profesionalisme	+0.707	.178	.498	3.983	.000

a. Dependent Variable: public service

Source: Processed SPSS output results, 2023

The regression equation model from the SPSS output above can be expressed as follows:

$$Y = a + bX \quad Y = 9.739 + 0.707X$$

The regression equation can be explained as follows: a. The constant term a of 9.739 indicates that if there is no professionalism (X), then the consistent value of public service (Y) is 9.739. b. The regression coefficient b of 0.707 indicates that for every one-unit increase in professionalism (X), public service (Y) will increase by 0.707. c. The positive value of the regression coefficient (+) implies that professionalism (X) has a positive impact on public service (Y), meaning that an increase in professionalism (X) will also lead to an increase in public service (Y).

4. Hypothesis Testing t

In this research, partial hypothesis testing or t test was used. Test results can be seen in the table below:

Table 10 Simple Linear Regression Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
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profesionalisme	+0.707	.178	.498	3.983	.000

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profesionalisme	+.707	.178	.498	3.983	.000

a. Dependent Variable: public service

Source: Processed SPSS output results, 2023

The hypothesis for the t test is:

- H0: there is no influence between professionalism and public service
- H1: there is an influence between professionalism and public service

The basis for decision making in the t test based on the significance value of the SPSS output results is that if the sig value < 0.05 then H0 is rejected. If the sig value is > 0.05 then H0 is accepted. Based on the output above, it is known that the significance value is $0.000 < 0.05$, so H0 is rejected and H1 is accepted, so it is concluded that there is an influence between professionalism and public service.

The Beta value (public service) is 0.498 (49%), indicating the large influence of employee professionalism on the quality of public services at the Tuwung District office. Meanwhile, the remaining 51% was influenced by other factors not examined in this study.

Discussion

This article discusses the importance of professionalism and quality of public services in an organization, with a focus on the Tuwung District Office. The results of descriptive statistical analysis show that the professionalism of employees at the Tuwung Subdistrict Office is quite good, as is the quality of public services. Even though employee knowledge and skills are not very high, high work morale can improve service quality, especially in Tuwung Village. Simple linear regression analysis shows that employee professionalism has a 49% influence on the quality of public services in the office. A positive regression coefficient indicates a positive relationship between professionalism and public

services, where the higher the level of professionalism, the better the quality of services provided to the community.

The article also illustrates that employee professionalism involves the ability to adapt to environmental changes, carry out tasks in accordance with the vision, mission and values of the organization, and is related to Minimum Service Standards (SPM) and Standard Operating Procedures (SOP). The aim of SPM and SOP is to improve the quality of public services to the community.

Apart from that, the article also lists several achievements of the Tuwung District Office, which shows commitment to improving service quality and employee professionalism. Obstacles in improving professionalism, such as the characteristics of leaders, staff, and working environment conditions are also highlighted as factors that influence the quality of public services.

In order to improve professionalism and service quality, human resource development, a good government administration system, and effective coordination between employees and leaders are needed. Thus, this article provides a holistic picture of the importance of professionalism and quality of public services in the context of the Tuwung District Office and similar organizations.

D. CONCLUSIONS AND SUGGESTIONS

1. Conclusion

- a) The results of a simple linear regression between professionalism (X) and public service (Y) and the t hypothesis test show that there is an influence between employee professionalism on the quality of public services at the Tuwung Village office, Barru District, Barru Regency.
- b) A Beta value of 0.498 or 49% states that the influence of employee professionalism on the quality of public services at the Tuwung Subdistrict office, Barru District, Barru Regency is large.

2. Suggestions

- a) It is hoped that to increase professionalism, the Tuwung Subdistrict office, Barru District, Barru Regency must always provide job training for

employees. The existence of job training in the form of seminars and training for employees is intended to improve and increase employee knowledge and work abilities so that professionalism also increases.

- b) The good quality of public services must be maintained and improved, especially the friendly attitude of employees, good appearance and following up on every complaint submitted by the public. Apart from that, services should be carried out more easily, quickly, precisely and in accordance with applicable regulations.

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