



## Employee Professionalism in the Bureau General Planning and Budget Polda Gorontalo

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### Abstract

This study aims to determine the Professionalism of Employees in the General Planning and Budget Bureau of the Gorontalo Regional Police. The research method uses a qualitative type. The results showed that the professionalism of employees in the General Planning and Budget Bureau of the Gorontalo Regional Police was not optimal. This can be seen from the 3 (three) indicators used as research benchmarks, only one indicator is considered fulfilled, namely the response indicator indicated by the speed of employees in providing services to line work units related to socialization requests, supervision and budget allocations. The other two indicators, namely the creativity indicator and the innovation indicator, are considered to have not been fulfilled, this is because some employees or personnel do not have the authority to carry out an innovation because they do not have the qualifications and competencies in their position so that so far the existing employees or personnel only work according to regulations. existing or in other words work normatively.

## Introduction

Professionalism is part of the concept of Public Administration and Management, especially Human Resource Management. Related to the concept of professionalism is where there are characteristics (ability, skills, way of doing something, etc.) as naturally found in or carried out by a professional. Professionalism has the meaning associated with the profession and requires special intelligence to run it (Montgomery, 2007). In the current era of regional autonomy, where administration has reached the lowest elements, the existence of employee professionalism is an important capital in the administration of good governance. In carrying out its duties and functions, a state apparatus is required to be able to work professionally which of course requires good skills regarding the implementation of duties and functions, both soft skills and hard skills. Whereas in practice professionalism has the most dominant influence on performance variables where if employees have shown an attitude of professionalism in serving the community, then this has shown good performance.

The existence of state apparatus (ASN, TNI and Polri) is urgently needed, especially those who are professional, responsible, fair, honest and competent in their fields.

In other words, a state apparatus in carrying out its duties must, of course, be based on professionalism and competence in accordance with the qualifications of the field of science it has, in the context of providing public services to the community. Siagian (2008) states that what is meant by professionalism is reliability in carrying out tasks so that they are carried out with high quality, at the right time, carefully and with procedures that are easy for customers to understand and follow. Sedarmayanti (2017) "professionalism is a worker who is skilled or capable at work and is required to master the vision that underlies his skills and has a positive attitude in carrying out and developing the quality of his work".

Professionalism reflects the employee's attitude towards the profession he is engaged in, the seriousness to explore, master, apply and uphold professional ethics (Asgaruddin, 2023). A professional who has the above competencies is a person who is able to complete a job effectively and efficiently. The abilities, knowledge, expertise and skills they possess will help achieve results effectively and efficiently (Said & Chiang, 2020). The public bureaucracy whose job is to provide services in accordance with applicable laws and regulations certainly requires speed in handling and accuracy in carrying out tasks so that the results of these services can be effective and efficient. With professionalism, individual performance will directly affect the implementation of tasks and functions (Kaswan, 2012).

The theoretical condition of some of these experts is of course a reference for creating a state apparatus that has a spirit of professionalism in carrying out its duties and functions. However, the phenomenon that occurs especially in the bureaucracy in Indonesia shows the opposite. The bureaucracy is seen as an organization run by people who are unprofessional, discriminatory, inefficiency, and staffing is not in place and does not have qualifications in their field of work (Taylor, 2006). This happens in almost all bureaucracies, including the bureaucracy in the Police Agency, in this case at the Gorontalo Regional Police, especially in the General Planning and Budget Bureau.

The General Planning and Budget Bureau of the Gorontalo Regional Police in carrying out its duties and functions does not provide services to the general public but the targets of the services provided are aimed at apparatus within the same agency, namely all apparatus within the Gorontalo Regional Police. Public services between individuals within one agency have their own dynamics because an employee must provide services to people who have a working relationship both structurally and emotionally (Vigoda-Gadot & Meisler, 2010).

Emotional work relationships, for example, a service provider with another employee who has close friendships, family and co-workers can be a factor in the process of providing services faster and easier (Leidner, 1999). Structural work relationships, for example, between service providers and their leaders or with an employee who has a higher rank or class, so that it greatly influences the process of providing services in this case can be accelerated, while the service provider with an employee who has the same position is even more lower than the position of the service provider, it also has an impact on the service delivery process in this case which tends to be slower.

The professionalism of an employee, especially at the Gorontalo Regional Police, is regulated in the Republic of Indonesia National Police Regulation Number 14 of 2018 concerning the Organizational Structure and Work Procedures of the Regional Police, with the main consideration that for the smooth implementation of duties and responsibilities, the organization and work procedures of the Regional Police have been prepared as mandated by Article 35 Presidential Regulation Number 52 of 2010 concerning the Organizational Structure and Working Procedures of the Indonesian National Police;

Based on the results of observations that the professionalism of the state apparatus in the General Planning and Budget Bureau of the Gorontalo Regional Police has not been carried out properly. This can be seen from the implementation of the routine duties of the state apparatus, where there are positions that should be held by state apparatus with the rank of class III, but the reality on the ground is that those who fill these positions are state apparatus with the rank of class II or lower. The results of observations also show that the state apparatus with the rank of class III still receives a position allowance in accordance with the applicable provisions even though in reality they do not carry out their duties and functions in that

position. On the other hand, the state apparatus with the rank of group II does not receive a position allowance even though it carries out the duties and functions in that position.

Previous research from Monalisa Ibrahim (2014) "Professionalism of Civil Servants in Public Services in the One-Stop One-Stop Office of Sidenreng Rappang Regency". The results of the study show that the professionalism of civil servants in performing public services at the one-door integrated service office in Sidenreng Rappang Regency is in the good category and has performed public services and is contained in seven indicators namely honesty, work ethic, creativity, obedience, ability, office conditions, and convenience.

Pepi Sulian Rahaeni. "Professionalism of Employee Work in Providing Public Services at the National Unity and Politics Agency of West Java Province. The results of the study indicate that the professionalism of employees in providing public services at the National Unity and Politics Agency of West Java Province seen from 4 dimensions namely Competence, Effectiveness, Efficiency and Responsibility is quite optimal.

Afin Okydiansyah Vidianto, 2013 "Analysis of Employee Work Professionalism at the Office of the Plantation Office of Kuantan Singingi Regency". The results showed that the work professionalism of employees at the Kuantan Singingi Regency Plantation Office was in the unfavorable category, this could be seen from all research indicators, namely competence, effectiveness, efficiency, and responsibility.

In contrast to previous research, the authors conducted a deeper study of the Professionalism of Employees in the Gorontalo Regional Police General Planning and Budget Bureau by using the three indicators used as benchmarks namely, (1) Creativity, (2) Innovation, and (3) Response (Siagian, 2014). The purpose of this study was to determine the Professionalism of Employees in the General Planning and Budget Bureau of the Gorontalo Regional Police.

## Methods

In this research, the type of research used by researchers is a type of descriptive research with a qualitative approach Sugiyono (2015). A qualitative approach was chosen to be used in this study because this approach can be used to describe or provide an overview related to the Professionalism of Employees in the General Planning and Budget Bureau of the Gorontalo Regional Police. Sarwono (2006) Based on the source, research data can be grouped into two types, namely primary and secondary. The informants in this study are Berty H. Runtukahu as PLH Head of RBP, Sudarsih as Head of RBP Subdivision, Daryono Abunasir as Renmin Subdivision Head, Emil as Paur Strajemen, Widodo as Paur Strajemen, Nining Puji Rahayu as Banum Subbagrenmin, Aries Ayuba as Banum Renprogar, Setyahadingsih as Banum Subbagrenmin, Machmud Pitalau As the Subbagrenmin Head, Firman Dalanggo as the Renprogar Head, and Moh. Mokodongan as the Subbagrenmin Head. In this study, data analysis techniques used descriptive qualitative analysis methods. Semiawan, C. R. (2010) the whole process took place at the time of research where data analysis was carried out at the time data collection was taking place, with (a) Data reduction (Reduction Data), namely researchers collecting data related to the form or form of employee professionalism; (b) Data display (data display), namely the researcher presents information related to employee professionalism to allow for conclusions to be drawn (c) Conclusion or Verification (Conclusion or Verification), namely the researcher draws conclusions after verifying information and data related to employee professionalism in the Environment Gorontalo Regional Police General Planning and Budget Bureau.

## Results and Discussion

### Creativity

The creativity referred to in this study is the ability of the Gorontalo Regional Police General Planning and Budget Bureau apparatus to be creative in carrying out its duties and functions.

The results of interviews with informant Bertu H. Runtuakahu as PLH Head of RBP stated that;

*"So far I see that the performance of the apparatus in the General Planning and Budget Bureau of the Gorontalo Police has gone well, there have been no problems and the apparatus within has high creativity in dealing with internal problems, for example related to the position of an apparatus which is actually not in accordance with with his qualifications but can be controlled well ". (BHR 15 September 2022)*

Furthermore, the informant Sudarsih as the Head of Subdivision of RBP stated that;

*"Personally, this is good, meaning that the apparatus within the General Planning and Budget Bureau of the Gorontalo Police are able to control the organizational dynamics within, so that we rarely hear of any problems, especially related to the implementation of tasks and functions." (SH, 15 September 2022)*

Furthermore, interviews with informants Daryono Abunasir as Head of Subdivision of Renmin stated that;

*"From my assessment, the creativity of the apparatus at the General Planning and Budget Bureau of the Gorontalo Police is quite good. The HR of the General Planning and Budget Bureau of the Gorontalo Police have many ideas and ideas so that they are able to minimize errors related to the implementation of tasks and functions. (DA, September 15, 2022)*

Based on the entire interview above, as well as the results of the researcher's analysis, it can be concluded that the creativity of the apparatus at the Gorontalo Regional Police General Planning and Budget Bureau is not optimal. This can be seen from the low ability of human resources to generate new ideas or ideas, in this case the apparatus within the General Planning and Budget Bureau of the Gorontalo Regional Police in carrying out their duties and functions, especially in carrying out planning and budgeting within the Gorontalo Regional Police environment.

### Innovation

The innovation referred to in this study is the ability of the Gorontalo Regional Police General Planning and Budget Bureau apparatus to carry out work innovations in carrying out their duties and functions

Interview with informant Emil as Paur Strategy who stated that;

*"The problem is the availability of human resources, so far there have been no breakthroughs or so-called innovations because there are some existing employees or personnel who do not have the competence or qualifications to sit in these positions." (EL, September 19, 2022)*

Furthermore, with the informant Widodo as Paur Strategy who stated that;

*"One of the obstacles faced by the General Planning and Budget Bureau of the Gorontalo Police is the availability of employees or personnel who do not have proper qualifications to occupy positions so that employees who are forced into these positions do not have the authority to make breakthroughs or innovations so that all this time*

*they are in carrying out their duties and very normative function.” (WO, September 19, 2022)*

Furthermore, interviews with informants Nining Puji Rahayu as Banum Subbagrenmin stated that;

*"I have not seen any innovation in terms of budgeting carried out by the Gorontalo Regional Police General Planning and Budget Bureau." (NPR, Sept. 19, 2022).*

Based on the entire interview above, as well as the results of the researcher's analysis, it can be concluded that the innovation of the apparatus at the General Planning and Budget Bureau of the Gorontalo Regional Police is not optimal. This can be seen from the inability of human resources, in this case the apparatus within the General Planning and Budget Bureau of the Gorontalo Regional Police, to make breakthroughs by creating new programs and are more inclined to work normatively.

### **Response**

The response intended in this study is the responsiveness of the apparatus or personnel within the General Planning and Budget Bureau of the Gorontalo Regional Police in carrying out the tasks and functions of planning and budgeting.

The following are excerpts from interviews with several informants that have been collected by researchers

The results of interviews with informant Berty H. Runtukahu as PLH Head of RBP stated that;

*"The responsiveness of personnel or apparatus within the General Planning and Budget Bureau of the Gorontalo Police in responding to the staff satker's request was quite fast, all incoming requests, be it socialization requests, supervision or budget allocations, were all served quickly." (BHR 15 September 2022)*

Furthermore, with the informant Sudarsih as the Head of RBP Subdivision who stated that;

*"oh yes, very fast, the service at the General Planning and Budget Bureau of the Gorontalo Police is very fast, usually before the satker makes a request, the General Planning and Budget Bureau of the Gorontalo Police has given a signal to the work unit ranks to immediately submit a request related to the budget allocation needed by each each satker". (SH, 15 September 2022)*

Furthermore, interviews with informants Daryono Abunasir as Head of Subdivision of Renmin stated that;

*"One of the divisions in the Gorontalo Regional Police which has fast work results, especially in terms of service, is the General Planning and Budget Bureau." (DA, September 15, 2022)*

Based on the entire interview above, as well as the results of the researcher's analysis, it can be concluded that the response of the apparatus at the General Planning and Budget Bureau of the Gorontalo Regional Police was quite good. This can be seen from the ability of personnel or apparatus in providing services to line work units related to requests for socialization, supervision and budget allocation. In fact, sometimes requests for activities such as outreach, supervision and budget allocation from the line work units are the initiative of the General Planning and Budget Bureau to encourage the line work units to submit requests.

## **Creativity**

Creativity is something that must be owned by an employee, the higher the creativity in work, the better their morale will be and will have an impact on increasing the performance that will be given by these employees to the agency where they work. Creativity questions how to direct the power and potential of employees so that they can productively succeed in achieving and realizing the goals that have been set.

Meanwhile Andi Yudha Asfandiyar (2012) says that creativity is a talent that is innate, is the result of a process of learning, habituation, and experience that is summarized by the brain. Creativity is the result of cooperation between the right brain and the left brain combining the performance of imagination and real conditions.

The result of the researcher's observation that related to the creativity of the apparatus in the General Planning and Budget Bureau of the Gorontalo Regional Police is not very good. It seems that there are no new ideas possessed by employees or personnel in making work breakthroughs in carrying out tasks and functions, especially in carrying out planning and budgeting, including in terms of filling vacant positions, where these positions are occupied by apparatus who basically do not have the same qualifications. the same to sit in the position, but for reasons of work efficiency it was decided that one of the apparatuses within the General Planning and Budget Bureau of the Gorontalo Police to fill the position

Based on the entire interview above, as well as the results of the researcher's analysis, it can be concluded that the creativity of the apparatus at the Gorontalo Regional Police General Planning and Budget Bureau is not optimal. This can be seen from the low ability of human resources to generate new ideas or ideas, in this case the apparatus within the General Planning and Budget Bureau of the Gorontalo Regional Police in carrying out their duties and functions, especially in carrying out planning and budgeting within the Gorontalo Regional Police environment.

## **Innovation**

Kleysen & Street (2001) defines innovative behavior as the totality of individual actions that lead to emergence, recognition and benefit throughout the organization. Something new includes the development of new product ideas or technologies, changes in administrative procedures aimed at improving work relations or the application of new ideas or technologies to work processes that significantly increase their efficiency and effectiveness (Kleysen & Street, 2001).

Innovation is an idea or item/thing that does not yet exist or that already exists but is not yet known by adopters. Innovation can also be in the form of new methods to improve the quality/quality of an existing program or product. Innovation can be obtained through discovery, invention, or renewal/improvement of a product with new methods/ways.

The results of the researchers' observations that related to apparatus innovation at the General Planning and Budget Bureau of the Gorontalo Regional Police were not good enough. Observation results show that no efforts have been made by the General Planning and Budget Bureau of the Gorontalo Police. The innovations carried out by the General Planning and Budget Bureau of the Gorontalo Regional Police have not been optimal due to the condition of human resources. Basically, there are 5 (five) personnel with the rank of class III in the Gorontalo Regional Police General Planning and Budget Bureau, but none of them occupy the position, but are filled by state apparatus with the rank of class II. This is due to the minimum number of personnel owned by the General Planning and Budget Bureau of the Gorontalo

Police so that several personnel or state apparatus must hold concurrent positions even though they do not match the qualifications and competencies possessed by a state apparatus.

Based on the entire interview above, as well as the results of the researcher's analysis, it can be concluded that the innovation of the apparatus at the General Planning and Budget Bureau of the Gorontalo Regional Police is not optimal. This can be seen from the inability of human resources, in this case the apparatus within the General Planning and Budget Bureau of the Gorontalo Regional Police, to make breakthroughs by creating new programs and are more inclined to work normatively.

## **Response**

In general, responses or responses can be interpreted as results or impressions obtained (left behind) from observations about subjects, events or relationships obtained by concluding information and interpreting messages. Agus Suyanto (2012) response is the transfer or exchange of reciprocal information and has an effect. Response is a reaction of rejection or approval from a person after receiving a message.

From this definition, it can be concluded that response is a person's tendency to focus on something outside of himself because there is a driving stimulus. Response can also be interpreted as a response, reaction, or answer. The response is the communicant's response or feedback from interpreting the response or response to a message that has been conveyed, both from printed newspapers and electronic media such as television.

Observations made by researchers related to the response of the apparatus at the General Planning and Budget Bureau of the Gorontalo Regional Police were quite good. The observation results show that there are three service agendas in the General Planning and Budget Bureau of the Gorontalo Police, including socialization activities, supervision activities and budget allocations for each line work unit. There are records in the bookkeeping and computerized system regarding incoming requests from several line work units and all these requests can be resolved quickly.

Based on the entire interview above, as well as the results of the researcher's analysis, it can be concluded that the response of the apparatus at the General Planning and Budget Bureau of the Gorontalo Regional Police was quite good. This can be seen from the ability of personnel or apparatus in providing services to line work units related to requests for socialization, supervision and budget allocation. In fact, sometimes requests for activities such as outreach, supervision and budget allocation from the line work units are the initiative of the General Planning and Budget Bureau to encourage the line work units to submit requests.

## **Conclusion**

Based on the results of the previous research and discussion, it can be concluded that the Professionalism of Employees in the General Planning and Budget Bureau of the Gorontalo Regional Police is not optimal. This can be seen from the 3 (three) indicators used as research benchmarks, only one indicator is considered fulfilled, namely the response indicator indicated by the speed of employees in providing services to line work units related to socialization requests, supervision, and budget allocations. The other two indicators, namely the creativity indicator and the innovation indicator, are considered to have not been fulfilled, this is because some employees or personnel do not have the qualifications and competencies for the position they are in, so that so far, the existing employees or personnel have only worked in accordance with existing regulations or in other words work independently.

Based on the results of the research, the following suggestions are offered by researchers as material for consideration; (1) It is necessary to carry out competency-based personnel

management by placing employees in the right fields according to qualifications (2) It is necessary to increase the creativity and innovation of officers or personnel of the Gorontalo Regional Police General Planning and Budget Bureau through education and training.

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