

# EMPLOYEE PROFESSIONALISM AT THE REGIONAL OFFICE OF THE MINISTRY OF REGIONAL OF WEST SUMATRA PROVINCE

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## ABSTRACT

This research is motivated by the problem of low employee professionalism in the regional office of the ministry of religion of West Sumatra province. This study aims to determine the level of professionalism of employees in terms of commitment, responsibility, and discipline. The research method used in this research is descriptive quantitative, the population of this study were 189 employees at the regional office of the ministry of religion of West Sumatra province. Sampling in this study using Proportional Stratified Random Sampling technique, the sample size was determined based on the Slovin formula at an error rate of 10% and obtained a sample of 76 people. This research instrument is arranged on a Likert Scale. This research questionnaire has been tested on 20 employees at the regional office of the ministry of religion of West Sumatra province who are included in the population but outside the sample. This research questionnaire has also been tested for validity and reliability and obtained valid and reliable results. The results of data processing show that the professionalism of employees at the regional office of the ministry of religion of West Sumatra province on indicators 1) Commitment with an average of 4.21 in the high category, 2) Responsibility 4.06 in the high category, 3) Discipline 4.33 in the high category. Thus, it is concluded that the professionalism of employees at the regional office of the Ministry of Religion of West Sumatra province is in the high category with a score of 4.20. From the results obtained, the researcher suggests that employee professionalism can be maintained and needs to be improved.

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## 1. INTRODUCTION

The issue of employee professionalism is a relevant issue in the world of work and organizations. Professionalism refers to the quality, attitude, and behavior of employees in performing their duties and responsibilities efficiently, ethically, and responsibly. Although many employees understand the importance of professionalism, there are still some challenges that cause problems in achieving the expected standards. According to the regulation of the state civil service agency of the republic of Indonesia number 8 of 2019 concerning guidelines for the procedures for implementing the measurement of the professionalism index of the state civil apparatus in article 1, Professionalism is the quality of the attitude of members and the degree of knowledge and expertise possessed to be able to perform tasks and work according to specified standards and requirements. Professionalism refers to the quality, attitude, and behavior of a person in carrying out their duties and responsibilities in accordance with the ethical standards and norms that apply in a particular profession or work environment. A professional shows commitment to his work, acts with integrity, and has the relevant skills and knowledge to carry out his duties well. Sopiah (in Syahril, 2015) stated that work commitment is a prerequisite for the success of a natural head to lead a school. There will be no success for a principal without a high work commitment in carrying out tasks. Everyone is required to work well in the

organization according to their abilities. However, ability alone does not fully guarantee that the person will succeed in carrying out the task.

Professionalism is an important aspect in today's world of work and social life. Modern society increasingly requires individuals or the workforce to have a high quality of professionalism. In this context, professionalism includes attitudes, knowledge, and skills relevant to the field of work or profession. According to Harefa (2014: 137) that, Professionalism is first of all a matter of attitude. Then he said there are several things that can be considered to represent the attitude of professionalism, namely, high skills, service delivery oriented towards the public interest, strict supervision of work behavior and a system of rewards that is a symbol of work achievement. According to Sedarmayanti (2010: 96) Professionalism is a pillar that will place the bureaucracy as an effective machine for the government and as a parameter for the proficiency of the apparatus in working properly. Measures of professionalism are competence, effectiveness, and efficiency and responsibility.

Professionalism is very important for an employee to have, because the existence of professionalism will require an employee to look professional in thinking and acting and encourage the employee's self to complete the task properly. The employee will start to have the desire to always display behavior that can be used as a good example. Professionals in various fields are required to have abilities and skills that go beyond technical skills in today's era of globalization and free competition. They must be moral, have good work ethics, be responsible and able to adjust quickly. The ability to communicate well, cooperate in teams, and understand social responsibilities in the workplace are also related to professionalism.

According to Agung (2015:74) the characteristics of apparatus professionalism in accordance with the demands of good governance, the characteristics of employee professionalism refer to a series of traits, behaviors, and attitudes that reflect quality and ethics in the work environment. Professionalism is essential for creating an efficient, ethical and respectful work environment. Some common characteristics in employee professionalism include discipline, work ethics, work quality, responsibility, awareness of organizational culture, and conflict management.

Employees who have an attitude of professionalism are usually committed to their duties, have high discipline, communicate clearly, and maintain a level of professionalism in interacting with their coworkers. They are usually responsible and reliable in completing their work well. Activities that have an attitude of professionalism are work. Work is done with high demands for quality, speed, and efficiency. Professionalism in work includes understanding and performing tasks simultaneously, avoiding efficient use of time and resources, and meeting high standards in work results. In addition, professionalism also includes effective and ethical communication, and continuous development of self and skills.

Employees with an attitude of professionalism are usually responsible and reliable in getting their work done well. They are also disciplined, communicate clearly, and maintain a level of professionalism in interactions with coworkers. Work should be done with an attitude of professionalism. Work is done with high standards of quality, speed and efficiency. Professionalism includes understanding and performing tasks simultaneously, saving time and resources, and meeting high standards of results. Professionalism also means continuously developing skills and oneself, as well as good communication and morals.

Indicators of employee professionalism in doing work put forward by Sondang P. Siagian (2009: 163) are: a) Commitment; b) Responsibility; c) Discipline, Meanwhile according to Marzuki (2018), namely: a) Discipline; b) Effective communication; c) Commitment to professionalism. Meanwhile, according to Sadarmayanti (2010: 96), namely: a) Competence; b) Effectiveness; c) Efficiency; d) Responsibility.

Based on the explanation above, the authors limit themselves to several criteria relevant to the previous case: Some phenomena that the author observed during the Education Management Field Practice (PLMP) at the Regional Office of the Ministry of Religious Affairs of West Sumatra Province from February 6 to April 29, 2023 are as follows: (1) There are employees who look less enthusiastic in doing their work and seem lazy during working hours. The author saw this when the author was in one of the office fields. The author sees that these employees are often seen casually playing cellphones and opening social media when other employees are busy doing their work. (2) When doing the morning apple which is routinely held on Monday, there are still employees who do not attend the morning apple activities without clear information. This can be seen from when doing the morning apple later each field from the Regional Office of the Ministry of Religion of West Sumatra Province submits an attendance report to the leader of the morning apple which is usually led directly by the Head of the Regional Office of the Ministry of Religion of West Sumatra Province and is still often found employees who do not attend the morning apple without clear information. Even though the apple leader has often reminded employees that those who do not attend the morning apple must be followed up and sanctioned, in fact,

employees who do not attend the morning apple are still often found. (3) The lack of a sense of responsibility of some employees of the Regional Office of the Ministry of West Sumatra Province in carrying out or doing their duties. This was seen when the author was in one of the fields in the office. the author saw an employee who handed over work that should have been done by himself but the employee asked another employee to do his job. even though his colleague was doing other tasks. (4) There are still employees who do not enter the office without information during working hours. This was seen when the author was placed for two weeks in one of the fields in the office, the author saw that the employee was rarely in his chair or desk. The company should create and implement procedures for hanging in and out of the office. This procedure should be disseminated to all employees and ranked in the company's internal documents.

Based on the phenomena that the author puts forward above, it appears that the professionalism of employees at the regional office of the Ministry of Religion is still not effective. Therefore, the author is interested in conducting further research related to the title "Employee Professionalism at the Regional Office of the Ministry of Religion of West Sumatra Province".

## **2. METHOD, DATA, ANALYSIS**

The type of research used in this research is quantitative descriptive research. Sugiyono (2012) quantitative research is research conducted to determine the value of independent variables, either one or more variables without making comparisons or connecting one variable with another. This research will describe, reveal, and interpret data about Employee Professionalism at the Regional Office of the Ministry of Religion of West Sumatra Province. The population in this study were all employees of the Regional Office of the Ministry of Religion of West Sumatra Province except the Head of the Regional Office of the Ministry of Religion of West Sumatra Province which amounted to 189 employees. The sampling technique in this study was proportional random sampling. After the calculation, the total sample obtained was 66 employees at the Regional Office of the Ministry of Religion of West Sumatra Province. Furthermore, based on the above calculations, the determination of the sample in this study with an estimated error of 10% used the proportional random sampling technique, so the number of samples obtained was 76 employees. The research instrument was arranged on a Likert Scale with 5 options. The choices or alternative answers used in this study are Strongly Agree (SS), Agree (S), Disagree (KS), Disagree (TS) and Strongly Disagree (STS).

## **3. RESULT AND DISCUSSION**

### **Result**

Table 1. Recapitulation of the average score of Employee Professionalism at the Regional Office of the Ministry of Religion of West Sumatra Province

No	Indicator	Average Score	Category
1	Commitment	4,21	High
2	Responsibility	4,06	High
3	Discipline	4,33	High
Average		4,20	High

Based on the table above, it can be seen that the average score of employee professionalism in the regional office of the Ministry of Religion of West Sumatra Province is 4.20, this shows that the professionalism of employees in the regional office of the Ministry of Religion of West Sumatra Province is high.

### **Discussion**

#### **Employee Professionalism at the Regional Office of the Ministry of Religious Affairs of West Sumatra Province in Terms of Commitment**

The results showed that the professionalism of employees at the regional office of the Ministry of Religion of West Sumatra Province in terms of responsibility was 4.06 and was in the high category. So that employees need to maintain their attitude of responsibility and continue to make improvements in order to achieve very high results.

Based on the results of research on employee professionalism at the regional office of the Ministry of Religion of West Sumatra Province, it can be seen that the highest score is 4.54 in the aspect of desire to work. This is because employees feel happy with their work environment, employees' attachment to their work emotionally so that employees will try their best in carrying out their work and increase their productivity so that employee commitment to the office increases and gets better.

Meanwhile, the lowest average of commitment indicators is 3.89 in the desire to work sub-indicator in the high category. This is because employees still think that carrying out the work given is just completing obligations and not an effort for self-development, so the author expects employees to increase self-awareness so that they do not just carry out and consider the work given as an obligation but also as an employee's effort to develop themselves.

The level of employee commitment seen from the aspects of the desire to work, a strong desire to try hard at work, have confidence and accept the values and goals of the organization is 4.21 which is in the high category.

It can be concluded that the level of professionalism of employees in terms of commitment in the regional office of the Ministry of Religion of West Sumatra Province is in the high category, but it is necessary for employees to maintain and improve again in order to reach a very high category, so as to increase productivity and good work effectiveness.

### **Employees Professionalism at the Regional Office of the Ministry of Religious Affairs of West Sumatra Province in terms of Responsibility.**

Based on the results of research on employee professionalism in the regional office of the Ministry of Religion of West Sumatra Province, it can be seen from the highest score of 4.33 on the aspect of courage and sincerity to take risks. This is because employees in carrying out their duties try their best to be responsible for the work given to them and carry out with all their abilities, dare to take risks as a result of negligence in carrying out their duties and try to correct the mistakes they have made, so that employee responsibility for the office increases.

While the lowest average of the responsibility indicator is 3.87 in the on time sub indicator which is in the high category. This is because employees sometimes like to delay the work given to them and the difficulty of employees in prioritizing the work that must be done first so that the assigned tasks can be completed on time. Employee responsibility at the regional office of the ministry of religion of West Sumatra province is in the high category, but it is necessary for employees to maintain and improve again in order to reach a very high category, so as to increase productivity and good work effectiveness.

It can be concluded that the responsibility of employees at the regional office of the Ministry of Religion of West Sumatra Province is in the high category, but it is necessary for employees to maintain and improve again in order to reach a very high category, so as to increase productivity and good work effectiveness.

### **Employee Professionalism at the Regional Office of the Ministry of Religious Affairs of West Sumatra Province in terms of Aspects.**

The results showed that the professionalism of employees at the regional office of the Ministry of Religion of West Sumatra Province in terms of discipline was 4.33 which was included in the high category and needed to be improved in order to achieve good results.

Based on the results of research on employee professionalism at the regional office of the Ministry of Religion of West Sumatra Province, it can be seen that the highest score is 4.54 on the aspect of desire to work. This is because employees feel happy with their work environment, employees' attachment to their work emotionally so that employees will try their best in carrying out their work and increase their productivity so that employee commitment to the office increases and gets better.

While the lowest average of commitment indicators is 3.89 in the desire to work sub-indicator in the high category. This is because employees still think that carrying out the work given is just completing obligations and not an effort for self-development, so the author expects employees to increase self-awareness so that they do not just carry out and consider the work given as an obligation but also as an employee's effort to develop themselves.

### **Validity and Reliability Test Results**

The validity test of the research instrument used IBM SPSS Statistic 23. The trial was conducted at the Regional Office of the Ministry of Religion of West Sumatra Province which was conducted on March 27 to April 1, 2024. The questionnaire was distributed to 20 employees who were included in the population but outside the sample. The trial data was processed using the Product Moment formula with the value of  $r$  table for  $N = 20$  which is 0.444 which is guided by the values of  $r$  Product Moment. After conducting a trial on 43 questionnaire items, the results of the calculations that have been carried out

get 39 valid items and 4 invalid items. Invalid question items, the statement items are deleted and not used in the questionnaire. The results of data processing reliability for Employee Professionalism are  $r$  count = 0.931.  $r$  table with a significant level of 10% with  $N = 20$  is 0.444. So  $r$  count >  $r$  table Employee Professionalism at the Regional Office of the Ministry of Religion of West Sumatra Province ( $0.931 > 0.444$ ) this indicates that this research questionnaire is reliable.

#### 4. CONCLUSION

The results of data processing show that the professionalism of employees at the regional office of the ministry of religion of West Sumatra province on indicators 1) Commitment with an average of 4.21 in the high category, 2) Responsibility 4.06 in the high category, 3) Discipline 4.33 in the high category. Thus, it is concluded that the professionalism of employees at the regional office of the Ministry of Religion of West Sumatra province is in the high category with a score of 4.20. From the results obtained, the researcher suggests that employee professionalism can be maintained and needs to be improved.

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