

Government Personnel Professionalism in the COVID 19 Pandemic (Study on the Implementation of East Kutai Regency Regent Regulation Number 17 of 2014)

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ABSTRACT

The World Health Organization (WHO) has designated the 2019 Corona Virus Disease as a global pandemic. The COVID 19 pandemic that spreads rapidly has made some people do work from home (WFH), in order to avoid wider spread. This provision is also beneficial for employees who work for government agencies, namely the State Civil Apparatus. With various problems related to the State Civil Apparatus during the pandemic period, in an effort to improve various weaknesses and anticipate environmental changes, a thought is needed to build a professional Apparatus in carrying out its duties and functions as the organizer of development activities and the administration of public services. This study aims to conduct a study of the professionalism of the apparatus at the East Kutai Regent's Office in the Planning and Finance Division during the COVID-19 pandemic. The results show that the professionalism of the apparatus from the aspects of responsiveness and innovation at the East Kutai Regent's Office in the Planning and Finance Division is generally low. Moreover, it is coupled with the influence of the global pandemic factor which hinders the creativity of the apparatus, and the lack of leadership skills for subordinate members. Suggestions put forward are the need to divide employees' working hours so that the room is not always empty and new ways of working with health protocols emerge, as well as the willingness of leaders to empower subordinates to be more supportive in making decisions whose work is expected to foster apparatus responsiveness and innovation in order to realize government officials professional one.

Keywords: Innovation; Professionalism; Response; State civil apparatus

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1. INTRODUCTION

The importance of professionalism of the apparatus is in line with the provisions of Article 3 paragraph (1) of Law no. 43/1999 concerning Amendments to Law no. 8/1974 concerning Civil Service Principles which states that: "Civil servants have the position of being an element of the state apparatus whose task is to provide services to the community in a professional, honest, fair and equitable manner in carrying out state, government and development tasks."

Regarding the pandemic, where the World Health Organization (WHO) has declared it a global pandemic on Wednesday, March 11, 2020 by implementing a fast and precise policy in handling the COVID-19 case which has gone very well and has been proven by 2 countries, namely South Korea and Taiwan in handling COVID-19 so that it has become the world's attention, especially the World Health Organization (WHO) recognizes that the two countries have the best strategy in dealing with the pandemic. The bureaucratic licensing that is not complicated has made South Korea succeed in making rapid policies in handling COVID-19, one of which is a rapid test and diagnostic test for its people.

From various conditions of apparatus resources at the Regional Secretariat office of East Kutai Regency, it is evident that the readiness to implement regional autonomy in terms of services has not been fully realized, the government's performance is still faced with problems of inefficiency, ineffectiveness, and lack of professionalism.

Professionalism

Siagian (2009) professionalism is "Reliability and expertise in the execution of tasks so that they are carried out with high quality, on time, carefully, and with procedures that are easy to understand and follow by customers". This opinion is reinforced by Sedarmayanti (2004) which states that,

"Professionalism is an attitude or situation in carrying out work requiring expertise through certain education and training and is carried out as a job that becomes a source of income."

Government apparatus

According to Weber (Wijaya, 1993) explains about the definition of bureaucracy that "Bureaucracy is a system of authority determined rationally by various regulations, thus bureaucracy is intended to organize regularly a job that is done by many people"

The COVID-19 pandemic

COVID-19 is thought to spread among people mainly through respiratory droplets generated during coughing. These splashes can also result from sneezing and normal breathing. In addition, the virus can spread by touching contaminated surfaces and then touching someone's face. The disease COVID-19 is most contagious when the person who has it has symptoms, although the spread may occur before symptoms appear. The time period between exposure to the virus and the appearance of symptoms is usually around five days, but can range from two to fourteen days. Common symptoms include fever, cough and shortness of breath. Complications can include pneumonia and severe acute respiratory disease. There is no vaccine or specific antiviral treatment for this disease. The primary treatment given is symptomatic and supportive therapy. Recommended preventive measures include washing hands, covering your mouth when coughing, keeping your distance from other people, and monitoring and self-isolation for people who suspect they are infected.

2. METHODS

The research design used in this research is descriptive qualitative which describes, describes, and describes the object under study.

In this study, the data collection techniques used were as follows: interviews, observation, and documentation.

To present the data so that it is easy to understand, the data analysis steps used in this study are the Analysis Interactive Model from Miles and Huberman (2014), which divides the steps in data analysis activities into several parts, namely data collection), Data condensation (data condensation), data presentation (data display), and conclusion or verification (conclusions).

3. RESULTS AND DISCUSSION

After observing and analyzing the professionalism of the bureaucracy in terms of responsiveness to community demands and environmental changes and also seeing the professionalism of the bureaucracy, especially from the aspect of innovation, as a form of professional bureaucracy that always creates new work models for increasing organizational productivity and improving the quality of service to the public. And also looking at what factors are obstacles in developing a professional bureaucracy, the following will show the relationship between bureaucratic professionalism in terms of responsiveness and innovation with factors of communication, resources, disposition, and bureaucratic structure.

The link between professionalism and communication

Communication for an organization is the delivery of messages to make a job focused. In this case the communication is quite well done and there is never any mistake in the delivery so that the message conveyed is very well responded to by each apparatus.

The link between professionalism and resources

The professionalism of the Samsat Pinrang apparatus in developing their creativity at work. Creativity in question is the use of skills, both conceptual thoughts and applications in completing their work or assignments. A strong commitment to carrying out tasks happily without relying only on the aspects of rights and obligations alone, will certainly have a very broad impact on the completion of tasks effectively. Apparatus who are aware of their responsibilities and commitments at work will mobilize all their potential and abilities, especially those with regard to creativity at work.

The relationship between professionalism and disposition

From the results of interviews with informants, it can be said that the desire or attitude of the leadership as the implementer of the employee discipline policy has not shown a strong attitude to uphold disciplinary regulations, this can be seen from the lack of exemplary, not only from subordinates but also

from the leadership. In addition, during the COVID 19 pandemic, officials were increasingly lazy to work even though we maintained and implemented health protocols to anticipate the spread of COVID 19.

The link between professionalism and bureaucratic structures

The bureaucratic structure with the "line and staff" model where the role of the leader in the structure is very dominant both in the decision-making process and the role of supervision of every activity carried out. However, authority that is strategic in nature does not rest with the top leadership, because strategic authority such as recruitment of new personnel, changes in service requirements must go through the top executive or *Bupati*. If the centralization of authority in the district government is maintained, it will only kill the participation of subordinates in responding to any changes that occur. The bureaucratic structure also needs serious attention in the division of tasks. The division of tasks within the organization refers to more formal regulations.

4. CONCLUSION

After observing and studying the professionalism of the apparatus at the East Kutai Regent's Office for Planning and Finance, a conclusion was drawn as follows: (1) The professionalism of the apparatus from the aspect of responsiveness and innovation at the East Kutai Regent's Office for Planning and Finance is generally low, so that the noble goals of the organization and providing the best service to the community have not been achieved. The professional development of the apparatus has not been achieved as expected. (2) Moreover, coupled with the influence of the global pandemic factor that hinders the creativity of the apparatus, so that many officials are worried about working for fear of contracting COVID 19. (3) The authorities and responsibilities of each apparatus of the Sumber Kecamatan are well understood and implemented from top leaders, middle officials to implementing staff even though they still use a hierarchical system in carrying out tasks and making decisions.

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