

The Effect Of Employee Professionalism, Employee Motivation And Effectiveness Of Technology Information On Service Population And Civil Registration On Agam Regency

Masnaidi.B¹, Syamsir², Dasman Lanin³

Universitas Negeri Padang

Abstract: The study aimsto determine: 1) Howinfluence the professionalism of employee to the effectiveness of service in civil registry in Agam Regency. 2). How influence the work motivation to the effectiveness of service? 3) how influence the technology information to the effectiveness of service? 4) how much influence the professionalism, the work motivation and the information of technology employee to the effectiveness of service?

The research method used is correlational qualitative method and 42 employees of civil registry as a population and 38 employes as sampel. The data analysis used is regression analysis and corelation.

The finding syndicate that:1)Professionalisms of employee have a positive and significant effect on the effectiveness of service with a magnitude of 26,0%. 2)Work motivation has 36.6%positive and influence on the effectiveness service 3) the technology of information partially has 31.2%. positive andeffect on the effectivenessservice 4).Simultaneously significant influences employee professionalism, work motivation and information technology on the effectiveness service.at at 56.6%.

Keywords: Employee professionalism, work motivation, information technology and service effectiveness.

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Introduction

After fallen of the New Order government, bureaucratic service did not make the public service better, even the public's trust through bureaucracy continued lower. The worsening of the bureaucracy quality in Indonesia is reflected in the increasing of bureaucracy scores and the red value in bureaucratic practice. According to a report from The World Competitiveness Yearbook (1999), Indonesia's public service bureaucracy lies in the group of countries with the lowest competitiveness index among others. Entering

the reform era, government bureaucracy service has not changed significantly. Some behavior of bureaucratic apparatus still shows low degree of accountability, responsiveness and efficiency in public service delivery. The idea of reform that wants the bureaucracy to be more transparent, open and honest is still far from expectations. The culture of power is also still common in bureaucratic apparatus in this reform era.

The Government seeks to define public service standards through the issuance of Law No. 25 Year 2009 on Public Service (Peraturan.go.id). In this Law the government explains the rights and obligations of every citizen in the provision of public services. The Government guarantees the availability of services to every community and guarantees protection to every community from abuse of authority in the implementation of the service

One of the public service azaz with the guidance of Law No. 25 of 2009 that is professionalism, then in Article 34 paragraph e explained that every service officer will serve the needs of the community professionally in order to be able to compete with the services of the private sector and abroad so that the country feel the benefits with increased confidence in the government, the running wheel of development and increased community participation. Government services cover all areas of society from aspects of marriage, birth, education and so on. Professionalism can be achieved with many things such as education, training and other discourse which is a formal way while the informal way can be with discussion, sharing and problem sholving on a problem (topic).

The government is given the obligation to manage all available resources to realize public services effectively (Article 25 of Law no 25 th 2009). One of the resources that must be managed is information technology facilities related to public services. The availability of adequate technology facilities will support the realization of service improvement. Some services today depend heavily on the use of technology. Technological sophistication has made the service easier and faster (azaz UU no 25 th 2009).

One of the basic values of the profession that must be owned by ASN is to improve the effectiveness of a democratic system of government as a system of career system (article 4 letter o Law No. 5 of 2014). Service effectiveness is one of the objectives of a series of activities undertaken by the government. Article 12 paragraph 1 of Law no 25 of 2009.

In the implementation of service improvement is still slow, it is still visible in the services provided by the Department of Population and Registrar Civil Agam (Dukcapil Kab.Agam). This service is one of the offices (government) that deal directly with the service needs of the community. The Government of Indonesia through 497 Dukcapil Districts of Regency / City is moving to provide services to all communities in their respective regions (Data Minister of Home Affairs 2011).

Government passed Law No.5. Year 2014 (Peraturan.go.id) about State Civil Apparatus in order to realize the purpose of the state carry out the service to the community. This Act is designed to regulate the management pattern of civil state apparatus based on the comparison between the competencies and qualifications required by the positions with the competencies and qualifications of the candidates in the recruitment, appointment, placement and promotion of the position in line with good governance. Recruitment of service personnel who have integrity, professionalism, neutrality and freedom from political intervention, clean from KKN practice, and able to provide services for society is an aspect of morality in government service. The recruitment / filling of positions according to this law arrangement will motivate employees to perform better jobs as they will be attracted to career enhancement (art. 19).

Career development is clear and directed is one of the motivations that affect morale.Based on the explanation, the researcher is interested to do deeper research about "The Effect of Employee Professionalism, Work Motivation and Information Technology on the Effectiveness of Dukcapil Agam Regency Service".

Method

The method used in this research is correlational quantitative method. The dependent variable used is service effectiveness while the independent variable is employee professionalism, work motivation and information technology. In this study the operational definition of variables are as follows:

1. Variable Effectiveness of Service (Y). The effectiveness of service depends on the effectiveness of the work of the people who work in it that can be made as the basis of whether the service can be said to be effective or vice versa with indicators: (1) Conformity with requirements, (2) Continuous improvement, (3) Creative, (4) Doing everything right, (5) Something that can make customers happy or something satisfying.
2. Employee Professionalism Variable (X1), what is meant by employee professionalism is technical capability of apparatus in performing basic duty and function which is adjusted with ethics and using science / leadership competence in implementing it with its indicator (1) Technical Competencies, (2) Ethical Competencies, (3) Leadership Competencies, (4) Accountability.
3. Work Motivation Variable (X2), which is meant by the work motivation is the technical capability of the apparatus in the implementation of the main tasks and functions that are adapted to the ethics and use the science / leadership competence in implementing it with the indicator (1) likes challenge and responsible, overcoming obstacles with high standards, (3) Innovative, (4) Mastering manipulating or organizing physical objects, human or ideas.
4. Variable Information Technology (X3), is everything that is around employees at work both physical and non-physical, direct or indirect, which can affect him and his work while working. The indicators are: (1) Speed (Speed), (2) Easy, (3) Consistency, (4) Precision, (5) Comprehensiveness, (6) Reliability (updated)

Results and Discussion

After getting the results of research and conducted regression equation test, the researchers tried to explain the findings of the findings of the study. As for the discussion of the findings of this study are as follows.

A. Effect of Employee Professionalism on Service Effectiveness civil registration in Agam District.

Based on the results of hypothesis test 1, found the results that variable Professionalism Employees partially have a positive and significant effect on the Effectiveness Service Dukcapil Agam Regency. This can be proven from the data processing using SPSS 18 software, there is a significant effect of Professionalism Employees on the Effectiveness Service Department of Agam District Dukcapil of $0.01 < 0.05$. The amount of influence possessed by the variable Professionalism Employee to Service Effectiveness partially is equal to ARS 26.0% where this value is taken from the value Adjusted R Square obtained after T test on the first hypothesis that is equal to 0.26.

The result of this research is in line with what is said by Deddy Supriadi (2004) to achieve effectiveness and efficiency in the administration of government duties, there is no alternative but to improve the quality of professionalism of civil servants who have competitive advantage and uphold the ethics of bureaucracy in providing services in accordance with level of satisfaction and desire of the community.

This opinion is also supported by Marimin (2006) stating that the management of civil servants is the overall effort to improve the efficiency, effectiveness and professionalism of the duties, functions and duties of personnel covering procurement planning, quality development, placement, promotion, payroll, welfare and dismissal.

The opinion expressed by Deddy Supriadi and Marimin is in accordance with the findings of this study which found that the professionalism of an employee will affect the effectiveness of the service. The more professional employees will be the more effective the service in the office. The findings of this study also prove that employee professionalism is one of the factors that affect the effectiveness of services. This needs to be a consideration for policy makers in the offices / agencies associated with the service that the professionalism of employees to be one factor that must be considered.

B. Influence of Work Motivation Against Service Effectiveness civil registration in Agam.

Based on the result of hypothesis 2 test, it is found that Job Motivation variable has positive influence to Service Effectivity but not significant. From the results of data processing research conducted by using software SPSS 18, found that work motivation directly partial influence on Service Effectiveness and has a

significance value of $0,00 < 0,05$ where the significance value is smaller than 0.05 so that the significant effect on the Effectiveness of Service at civil registration in Agam.

Magnitude of influence owned by variables Motivation Work on Service Effectiveness partially is equal to ARS 36.6 % where this value is taken from the value Adjusted R Square obtained after the T test of the first hypothesis that is equal to 36.6.

The findings of this study reinforce the opinion of Husein Umar (2005), improving the efficiency and effectiveness of employee / employee in achieving the target work can be done by implementing training and development programs to cover the gap between employee skills and job demands. The training program is focused on improving the mastery of specific job skills and techniques for the moment, while the development aims to prepare employees for a certain position in the future.

This also reinforces with the opinion of Anang Hidayat (2007) explaining in six sigma infrastructure concept and approach that by creating conducive situation in work environment and developing work motivation will improve service effectivity. The opinions of both experts can be accepted when viewed from the findings of this study. Job Motivation Variables significantly influence the Effectiveness of civil registration in Agam Regency Service.

C. Influence of Information Technology Against Service Effectiveness civil registration in Agam

Based on the result of hypothesis 3 test, it is found that the variable of information technology partially have positive and significant influence to the effectiveness of dukcapil service of Agam Regency. This can be proven from the data processing using SPSS 18 software, there is a significant influence of information technology on the effectiveness of service dukcapil Agam regency of $0,00 < 0,05$. The amount of influence possessed by the variable of information technology on the partial service effectiveness is ARS 31.2% where this value is taken from Adjusted R Square value obtained after the T test of the first hypothesis is 31.2.

The findings of this study if associated with theoretical studies of information technology, it can be stated that information technology is one of the factors that affect the effectiveness of services. This is in line with the opinion expressed by Kasemin (2015) the role and function of information technology there are several things, one of which is to improve the efficiency and effectiveness of services. Computer-based information technology can improve the efficiency and effectiveness of services, this practically occurs when the system is designed perfectly for users who have understanding of managerial and organizational understanding aimed at increasing the effectiveness of the use.

Then the results of this study are also in line with what is delivered by Suyanto (2005), the use of information technology applications and information in government can improve the efficiency of government costs and the effectiveness of government services, giving greater access to information to the public and make government more accountable to people.

The opinion expressed by Kasemin and Suyanto is in accordance with the findings of this study which found that information technology affects the effectiveness of service dukcapil Agam District. Use of Information Technology in all aspects of service will make services more effective. The findings of this study also proved that information technology one of the factors that affect the effectiveness of services. This needs to be a consideration for policy makers in the offices / agencies associated with the service that the use of information technology to be one factor that must be considered.

D. Effect of Employee Professionalism, Work Motivation and Information Technology Against Service Effectiveness civil registration Agam

Based on the result of hypothesis test 4, after done f test, it found significant influence simultaneously from Employee Professionalism (X1), Work Motivation (X2) and Information Technology (X3) on Service Effectivity (Y) Dukcapil Agam Regency with significance value of $0,000 < 0,05$, and also found the value of Adjusted R Square of 0.566 which can be interpreted that the three independent variables of this study have an influence of 56.6% of the dependent variable.

From the results of this study can be seen there are many other factors that affect the effectiveness of service civil registration in Agam District. In this study the researchers focused only to examine the three independent variables so that the results obtained magnitude of influence 56.6%. While the remaining 43.4% again there are still other factors that affect the effectiveness of services.

Conclusion

Based on the writing of the thesis that has been done, it can be deduced as follows;

1. Professionalism Employee (X1) have a significant effect on the effectiveness of service (Y) Dinas Dukcapil Agam. The more professional the existing employees will be the more effective the service at Dukcapil Agam Regency, and vice versa the more unprofessional employees will be more ineffective service service civil registration in Agam District.
2. Work Motivation (X2) has a significant effect on service effectiveness (Y) civil registration in Agam. Motivation of work has a significant influence on the effectiveness of service where high or low work motivation will affect the effectiveness of service in civil registration Agam Regency.
3. Technology of Information (X3) has a significant effect on the effectiveness of service (Y) Dukcapil Agam Regency. The more widespread use of information technology in services will be the higher the effectiveness of Dukcapil Agam Regency service, vice versa if information technology is not widely used then the effectiveness of service will be lower.
4. Employee professionalism (X1), work motivation (X2) and information technology (X3) influence simultaneously on service effectiveness (Y) civil registration Agam Regency.

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