

Professional Work Model in Terms of Standard Operating Procedures, Intelligence, Rules and Ethics

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ABSTRACT

Working professionally is a moral responsibility in meeting the demands of stakeholders. Because in truth, working professionally is quality, providing satisfaction, solving problems, being effective, efficient, facilitating, ethical and responsible. Therefore, management leaders need to make efforts to build a professional work model by presenting a standardized work system, providing training to increase intelligence, and establishing ethical rules to establish integrity. This study aims to analyze the model of professional work in terms of work procedures, intelligence, ethics and rules. To test the research objectives, a qualitative approach was used with the SWOT analysis method. The unit of analysis in this research is civil service police in Sumbawa district. Research data was collected by means of in-depth interviews with 12 civil service police who met the criteria. The results of the study suggest that being professional at work is greatly influenced by many factors, one of the most dominant being the level of intelligence. Intelligence plays a very big role in behaving, behaving, making decisions, solving problems, directing and reconciling, and so on. Other factors that also shape work professionalism are work procedures and ethical codes. These two things serve as guidelines for civil service police to be able to discipline themselves so that they can carry out their duties according to the rules and not pose a risk.

Keywords: Local Government Police, Standard Operating Procedures, Professional, Moral and Ethical Standards, Intelligence

INTRODUCTION

The Civil Service Police Unit is part of the regional apparatus in enforcing regional regulations and administering public order and public order. The duty of the Civil Service Police is to maintain peace and order in the community, so they often deal directly with the public. This condition makes civil service police officers vulnerable to committing violations, especially when carrying out their duties to control or enforce regional regulations (Suaib, et al., 2021). For this reason, civil service police must prioritize professionalism and of course must not go outside the signs that have been set out in statutory regulations (Rizal, et al., 2022).

If the Civil Service Police Unit can carry out its duties and functions properly, it will be able to minimize disturbances that can hinder the course of development in Indonesia. Therefore, competent and professional apparatus is needed to be able to implement the tasks and functions mandated by the applicable laws and regulations (Purnamasari, et al., 2019). This means that all state civil servants must be able to carry out their duties professionally.

Professionalism is closely related to the quality of human resources, especially in terms of quality. The higher the level of education, the easier it is for a person to adapt and understand his work. This is based on the opinion expressed by Nazara (2019) which states that for people with low education, the choice of work to meet the needs of their family is very limited.

Some previous research conducted by Komara (2019), explained in his research that the level of education is also very important in determining the quality of work. The more knowledge gained, the easier it will be for the apparatus to solve problems in carrying out tasks. Another opinion explains, the level of education greatly influences a person in carrying out their duties. Employees who already have an undergraduate education level should already have expertise and abilities in their field. Furthermore, Rohida (2018) found that the professionalism and behavior of a teacher greatly determine success in applying lessons and their intellectual capacity and can reflect a child's ability to apply learning material. The level of education is very influential in increasing the professionalism of teaching teachers by looking at two professional indicators, namely the level of insight ability and the level of creativity.

Fathurrochman (2017) describes professionals as instruments or attributes needed to support a task in accordance with the desired work standards. From this opinion, the element of work standards is a measurement factor for the work of an individual or group of individuals in completing tasks. Damanik (2018) states that intellectual capacity is the general ability of a person's existence to think, adapt, solve problems faced wisely, quickly and accurately both faced by oneself and the environment. Aisyah, et al. (2017) defines professionalism as a person or individual who does work according to moral and ethical standards.

THEORETICAL BASIS

Peace and Order

Peace and order are two things that are the main task of the Civil Service Police Unit to realize, this is stated in article 1 of the Minister of Home Affairs Regulation Number 40 of 2011 concerning Organizational Guidelines and work procedures of the Civil Service Police Unit. Based on the above, there are two keywords, namely 1) order and 2) peace. According to Tarigan, et al. (2020) peace is safe, or (not riotous, not in chaos) for example in a safe area, people work happily, calmly (not anxious, calm in heart and feelings). While order is a reference, good procedures, for example orderly procedures in meetings and so on, legal order is rules related to law. Order means rules, politeness, and good behavior in a well-ordered association.

Professionalism

In principle, there is a general agreement regarding the elements of professionalism, which are composed of knowledge, skills, and behavior (Kasenda, et al., 2020). The definition of professionalism was also put forward by Soedijarto describing professionals as instruments or attributes needed to support a task so that it is in accordance with the desired work standards (Arifin, et al., 2018). From this opinion, the element of work standards is a measurement factor for the work of an individual or group of individuals in completing tasks. Philips defines professionalism as a person or individual who does work according to the moral and ethical standards required by the job (Andriani, et al., 2020).

Ethics and Norms

Al-Qaradawi (2022) states that ethics is the science of moral principles (akhlak). Sonny Keraf argues that ethics is a critical and rational reflection on moral norms and values that are embodied in the attitudes and behavior of human life, whether individually or in groups (Ismail Nurdin, 2017). Within the framework of professionalism, ethics provides answers as well as accountability regarding moral teachings, namely how a person in a profession must behave, behave and be responsible for his actions.

Work Standard

Dale Timpe states that work standards indicate several main areas of employee responsibility, contain how a work activity will be carried out, and direct attention to the

quantitative mechanism by which performance results are measured (Sule & Saeful, 2019). Handayani & Fathoni (2019) Work standards are targets, goals, objectives of employee work efforts within a certain period of time. In carrying out his work, employees must direct all their energy, thoughts, skills, knowledge and working time to achieve what is determined by performance standards.

Intellectual Capacity

Intellectual capacity is the general ability of a person's existence to think, adapt, solve problems faced wisely, quickly and accurately both faced by oneself and the environment (Muhajarah, 2022). Saragih, et al. (2018), stated that there are seven dimensions that make up intellectual abilities, namely numeracy skills, verbal comprehension, conceptual speed, inductive reasoning, deductive reasoning, spatial visualization, and memory or memory.

METHOD

This research uses a descriptive method, meaning that it is as expressed by Sulisty Basuki, who defines that descriptive research is research that seeks to find appropriate and sufficient explanations of all objects, activities, processes and people. Descriptive research is closely related to the identification and collection of facts, as well as predicting correlations within and between variables. Descriptive research collects data based on aspects that reinforce the research object, then analyzes these aspects to find their role.

This study uses a qualitative analysis method design, namely collecting some main data that is still raw to become information that can be interpreted to explain problems so that complete information is obtained about a problem. The data in the context of this research are the results of interviews or in-depth interviews with civil service police officers in the Sumbawa Regency and other parties related to the main duties and functions of the Civil Service Police Unit as the organizer of public order and public order.

RESULT

The discussion is devoted to discussing and answering the formulation of the problem, namely how is the professionalism of civil service police in Sumbawa

Regency and what are the factors that influence it? Furthermore, in discussing the professionalism of the civil service police in Sumbawa Regency, three major themes were determined, namely: 1) The Civil Service Police Unit of Sumbawa Regency still lacks Human Resources both in terms of quantity and quality, this is known from the results of interviews with various sources both internal and external civil service police and will be explained in more detail using a SWOT analysis to determine weaknesses or obstacles faced by the civil service police in Sumbawa Regency. 2) the civil service police in Sumbawa Regency are still lacking in budget, this causes the civil service police to be unable to provide adequate facilities and infrastructure for their employees, this condition will be explained further using a SWOT analysis. 3) What is very helpful in carrying out the daily duties of personnel is the existence of a corps spirit or shared values that live within the organization's internals.

General Description

Based on article 4 of the Sumbawa district regent regulation Number 25 of 2017 regarding Task Details, Functions of the Civil Service Police Unit, it is stated that the civil service police of Sumbawa Regency have the duty to assist the Regent in carrying out regional government affairs in the field of peace, public order, and community protection and co-administration assigned to the region. the civil service police of Sumbawa Regency are led by a Unit Head, assisted by a secretary, three Section Heads, six section heads and 180 other employees.

Based on staffing information contained in the 2021-2026 Sumbawa District Civil Service Police Unit strategic plan document, it was recorded that as of December 2020, the number of employees within the Sumbawa District Civil Service Police Unit was recorded at 195 employees. From these data it was recorded that there were 65 employees with status as Civil Servants, 130 people with status as Non-Permanent Employees. When viewed from the level of education, of the 195 employees available in the Civil Service Police Unit of Sumbawa Regency, only 38 people graduated from S1 education, while most of the others graduated from high school. Likewise with the composition of employees who have attended Basic Education and training for civil service police, which only reaches 10 people out of a total of 195 existing employees.

Civil Service Police Professionalism Intellectual Capacity Perspective

The intellectual capacity of civil service police officers can be observed from the level of knowledge/education possessed by each apparatus, the higher the education, the better the intellectual capacity possessed by the employee. In the study, information was obtained that the intellectual capacity of Civil Service Police Unit employees was still lacking and required improvements. This opinion was expressed based on the results of interviews with various sources associated with the opinions of experts as described in the paragraphs below.

The results of the interviews obtained an illustration that the intellectual capacity of the civil service police in Sumbawa Regency was sufficient, but still had to be continuously improved. Of the 12 respondents, 5 people stated that the intellectual level of the civil service police personnel of the Sumbawa Regency was good, while 2 people stated that they were still in an adequate position, and 4 people who were officials who could issue policies stated that the civil service police of the Sumbawa Regency needed to increase their capacity, the low level of education has implications for the difficulty for civil service police to understand and carry out orders from superiors correctly.

If seen from the type of education possessed by the civil service police in Sumbawa Regency, out of 195 new personnel, only 5 people have attended Education and Training and only 10 people have attended basic training, these two types of education are basic education that personnel must have in order to be able to carry out their duties. as a professional civil service police.

Based on the explanation above, it can be understood that from among policy makers the view is that the civil service police of Sumbawa Regency must further improve their intellectual capacity, but from external parties such as the community, out of 7 people interviewed five people stated that the intellectual capacity of civil service police personnel was already good, while two of them said it was enough.

Work Standard

In general, civil service police are equipped with standard operating procedures in carrying out their duties. This is stated in the Regulation of the Minister of Home Affairs number 54 of 2011 concerning Standard Operational Procedures for Civil Service Police Units. To reveal this, interviews were conducted with several people who could represent internal and external elements. The results of the interviews with the

twelve informants showed that the civil service police had tried to carry out the work in accordance with existing standard operating procedures, but all of them were constrained by the lack of facilities and infrastructure to support the implementation of activities so that the implementation of tasks could not be carried out optimally. This is in accordance with the opinion of Sule & Saeful (2019) which emphasizes work standards as a measurement factor for the work of a person or group of people in carrying out tasks. As an illustration, the performance of the civil service police can be observed from the 2020 Performance Report of Government Agencies of the Civil Service Police Unit, on one of the strategic goals, namely increasing the Enforcement of Regional Laws and Regulations. In achieving these targets, indicators are set as benchmarks for achievement. These indicators are then further elaborated in the form of programs and activities. Details can be seen in the following table.

Moral and Ethical Standards

The results of interviews with informants revealed that the moral and ethical standards of members of the civil service police internally in their work environment were very good, meaning that how to behave between superiors and subordinates, leaders and troops, or between apparatus at the same level had been implemented properly. However, the moral and ethical standards of members of the Civil Service Police Unit in carrying out their duties in the field, there are still a number of things that need to be improved or corrected.

Factors Affecting Civil Service Police Professionalism

The results of the study revealed four main things of concern, namely: 1) the civil service police of Sumbawa Regency have leadership strength that is able to protect and mobilize all apparatus in the organization. 2) The weakness of the civil service police in Sumbawa Regency lies in the lack of human resources, both in terms of quality and quantity. 3) The civil service police for the Sumbawa Regency have the opportunity to improve the quality of their Human Resources by collaborating with local Polri and TNI institutions, especially in training the capabilities of their apparatus. 4) The lack of support from the Regional Government in building the capacity of civil service police. The four main things mentioned above will be further explained in the following pages using the SWOT analysis tool.

Factors that become strengths (S) and Opportunities (O) of the Civil Service Police Unit focus on ability to carry out their responsibilities, so that it has an impact on the realization of comfortable, conducive and harmonious environmental conditions (Hutajulu, et al., 2021). The results of the SWOT analysis show that the strengths of the organization are the level of education of personnel, the existence of internal coaching, and the availability of personnel who have the skills needed by the organization. These factors lead to the intellectual capacity of Civil Service Police personnel in carrying out their duties and functions.

Comprehensively, human resource development management functions focus on the role of the organization in developing the human resources it manages (Busro, 2018). Of course, this includes all aspects, starting from budget support, increasing human resource capacity, fulfilling human resources that have the specifications needed by the organization and so on. However, Edwin did not discuss ethics and behavior as capital in achieving organizational goals. This is the author's reference in placing points in the area of Strength (S) and Opportunity (O) factors in the SWOT analysis of this study.

Furthermore, the level of specialized education will motivate a person to carry out a job or position with full capability and independence, both in making decisions, competent and expert in carrying out their duties (Busro, 2018). This is the author's reference for placing the point that the presence of civil servant investigators is one of the Strength (S) and Opportunity (O) factors owned by civil service police. Although what Anwar researched was increasing teacher capacity through teacher professional education, this can still be a reference for this research because there are similarities in views about the need for specialization in HR education in carrying out assigned tasks, in this study the specialization education in question is the ability of civil servant police personnel praja carries out the investigative function in enforcing regional regulations which is one of the main tasks of the civil service police.

In terms of Opportunity (O), SWOT analysis emphasizes professionalism seen from the perspective of teamwork. Although in this SWOT analysis the teamwork referred to includes teamwork within the civil service police and teamwork with external civil service police, it is slightly broader than the opinion of Armstrong and Baron which only focuses on teamwork within the organization's internals. However,

the point that can be referred to is the mutually reinforcing opinion that achieving organizational goals requires teamwork, and this is an opportunity for the civil service police to achieve their goals.

Furthermore, on the Weaknesses (W) and Threats (T) factors which are manifestations of the lack of optimal management of Strengths (S) and Opportunities (O), it was found that the Civil Service Police of Sumbawa Regency had not maximized the Strengths (S) and Opportunities (O) that were owned. This can be seen from the results of the SWOT analysis which place the lack of quality human resources, the lack of the number of civil servants, the lack of facilities and infrastructure, the lack of training, and the lack of use of technology in carrying out tasks as factors of weakness.

The Civil Service Police Unit of Sumbawa Regency should be supported with facilities and infrastructure in carrying out their duties. Lestari & Yusmiono (2018) state that facilities and infrastructure are one of the factors that support the Civil Service Police in carrying out their duties. The facilities and infrastructure in question are everything related to tools that will later support the implementation of civil service police duties. The facilities and infrastructure include several things as stipulated in the Civil Service Police Standard Operating Procedures.

The facilities and infrastructure owned by the Civil Service Police of the Sumbawa Regency are currently not sufficient to support the implementation of their duties and functions. This can be observed from the number of operational cars, which only have 3 units. person. Not to mention if it is associated with the area that must be served which is spread over 8 sub-districts.

This finding is in line with the statement from the Head of the Civil Service Police Unit that because members of the Civil Service Police of Sumbawa Regency have a low average level of education, they have difficulty translating instructions or directions from their superiors. In contrast to Adi Susanto (community), the author interviewed on November 21 2020 stated that mastery of rules, use of language, reading skills, negotiation skills, ability to socialize rules and members of the KSB Civil Service Police have good understanding of the law. This shows that even though internally, the head of the unit stated that his members still had difficulty understanding instructions, in the field there were also people who thought that the Sumbawa District Civil Service Police already had good professionalism criteria. Adi Susanto's opinion is one of the

evidences of external factors that strengthen the position of the Civil Service Police of the Sumbawa Regency as administrators of public order and public peace.

Although there were several differences of opinion among the interviewees, all of them led to the not optimal use of the opportunity factor (O) as the main instrument in overcoming the Weakness factor (W) so that it could overcome the threat factor (T) in order to create a Professional Civil Service Police Unit. SWOT analysis is the right tool to find problems from four different sides, where the Opportunity Factor (O) should be a force that can be managed by an organization to overcome the factors inhibiting the performance of an organization. By maximizing Opportunities (O), other inhibiting factors such as Weaknesses (W) and Threats (T) can be minimized and controlled. Referring to Humphrey's opinion, the Civil Service Police of Sumbawa Regency must be able to maximize every opportunity they have to support the achievement of organizational goals. Thus the weaknesses and threats that could hinder the professionalism of the Civil Service Police of the Sumbawa Regency in carrying out their duties and functions can be minimized and controlled.

CONCLUSION

The professionalism of West Sumbawa Regency apparatus in Sumbawa Regency is still at the level of being professional. This means that it has not yet reached full professionalism, there are still a number of things that must be perfected such as the capacity and intellect of members, the number of employees and the employee recruitment process. Factors that affect the professionalism of civil service police officers include the level of education. The higher the level of education, the higher the attitude of professionalism.

Completeness of Operational Facilities and Infrastructure: the more complete the facilities and infrastructure owned, the easier it will be for members of the Civil Service Police Unit to carry out their duties and functions. Leaders' ability to direct their subordinates: Relates to the ability of an organizational leader to create systems and situations that are conducive to work. With a work system that has been formed, the work will be carried out by itself without the need to frequently give instructions and directions.

Standard Operating Procedures: Standard operating procedures will provide guidelines and limitations in carrying out duties and functions as civil service police officers. There is a code of ethics that is complied with: A code of ethics is needed to create a conducive atmosphere and situation in the work environment so as to minimize the potential for internal conflict in the Civil Service Police Unit of Sumbawa Regency.

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