



PROFESSIONALISM OF EDUCATION AND TRAINING PERSONNEL AGENCY OF HULU SUNGAI UTARA DISTRICT IN THE SELECTION OF CIVIL SERVICE CANDIDATES

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Abstract

Professionalism of the Education and Training Personnel BoardHulu Sungai Utara Regency In the Selection of Formation Civil Servant Candidates in 2019 found problems includingPolicies from the central government regarding the certainty of the selection of CPNS acceptance and the certainty of the selection method used are often impromptu so that the implementers in the regions are overwhelmed to carry out preparations with a short deadline. The limited facilities and infrastructure and the number of personnel owned by BKPP so that it is often overwhelmed to provide services to prospective applicants and selection participants. This study uses a qualitative analysis method to showProfessionalism of the Education and Training Personnel BoardHulu Sungai Utara Regency in the Selection of Formation Civil Servant Candidates in 2019 was quite good in terms of aspects seen from the aspect of professionalism, namely; 1)Productivityit is good enough because the desired goal is achieved by utilizing existing resources, 2) the quality of service has been running quite well, this can be seen from the services provided which are satisfactory to all parties, 3) the responsiveness has been running quite well, this can be seen from the good ability in running the program, 4) Responsibility is quite good, it can be seen that all the implementation of the Cpns stages are going well and smoothly even though there are obstacles related to the epidemic that hit, 5) Accountability is good, this can be seen from all the CPNS implementation processes carried out according to BKN regulations and prioritize the principles of honesty, transparency and free from KKN. The suggestions for achieving professionalism are the Head of the Personnel Agency.

Keywords: Professionalism, Productivity, Service Quality, Responsiveness, Responsibility, Accountability.

INTRODUCTION

The Unitary State of the Republic of Indonesia in administering regional government adheres to the principles of decentralization, deconcentration and co-administration (Putra et al., 2022; Pitono, 2012; Mahanani, 2019). Article 18 of the 1945 Constitution states that the division of Indonesia's regions into large and small regions with the form and structure of the government is stipulated by law and takes into account and remembers the basis of deliberation in the state government system and the rights of origin in special regions. (Ridwansyah, 2018; Tama et al., 2018; Rauf, 2016). The principle of decentralization is the principle of handing over part of the affairs of the central government to local governments to take care of their own households (Yusdianto, 2015; Hariyanto, 2020; Singal, 2015). To carry out these government affairs, it is absolutely necessary to have a professional apparatus.

Law number 5 of 2014 concerning the State Civil Apparatus was born in the context of implementing the ideals of the nation and realizing the goals of the state as stated in the preamble to the 1945 Constitution, it is necessary to build a State Civil Apparatus that has integrity, and is professional. Therefore, efforts to realize Professionalism in every government institution and organization become something that is obligatory in order to accelerate the realization of Excellent Service for the community.

Professionalism in principle contains 2 meanings, namely: First, the profession of the apparatus is required to have skills and expertise that can be relied upon to support the implementation of tasks. Second, service, namely the attitudes and actions of the apparatus in carrying out government duties, must always prioritize the public interest over personal interests (Tumangkeng, 2015; Lubis, 2019). Professionalism is a reflection of the capabilities, skills, and expertise of the apparatus that can run effectively if supported by the suitability of the level of knowledge on the basis of educational background with the workload that is their responsibility and also as a reflection of the potential of the apparatus, both in terms of abilities, aspects of behavior. which includes creativity, innovation,

A fundamental and important problem for every organization in responding to changes in the strategic environment is the professionalism aspect of Human Resources (HR) which can be seen from the competence and behavior of employees in carrying out their duties and functions. The division of tasks and work through organizational work units is based on specialization supported by professional placement of employees. Taking into account the opinion of Peter M. Blau and Marshall W. Mayer that in an organization in order to work efficiently, every member of the organization must have the skills needed to carry out their duties. This opinion views the importance of employees and leaders having the skills, abilities,

Government organizations like organizations in general demand the Professionalism of Civil Servants (PNS) as the key to success for the process of providing public services. Therefore, the professionalism of civil servants needs to be developed and become a special concern for the government. Negative issues on professionalism, especially in the aspect of quality and performance of civil servants, need to be responded positively by conducting evaluations. In general, the public views that the problem of professionalism of the civil servant apparatus can be seen from the lack of integrity, low competence, low performance, and many disciplinary violations.

The problem of civil servants' integrity can be seen from the many deviant behaviors carried out by civil servants such as corruption. As the data released on 12 September 2018 by the State Civil Service Agency regarding civil servants involved in corruption as many as 2,357 people. Of that number, 98 people are civil servants in a number of ministries or institutions at

the central level, while the other 2,259 are spread across a number of provinces, districts, and cities.

Competence problems can be seen from the education level of the majority of civil servants which is still low. According to the Ministry of PANRB, of the total number of civil servants, 60% only work as administrative officers. (Chandra, 2017; 1). The problem of ASN performance can be seen from the output where the public still complains about the slowness of public services, such as the Ombudsman report in 2016 there were almost 11,000 reporters on the performance of public services and at the beginning of 2017, which was only three months running, there were almost 3,000 reports from the public (Putra, 2017:1). Discipline problems can be seen from the actions of ASN employees who violate existing rules and regulations, such as the problem of neutrality of civil servants, the problem of compliance with working hours, and so on.

Another opinion suggests that what often causes government officials to not act professionally in carrying out their duties and functions, among others, is the low motivation to make changes and innovate. This happens as a consequence of the overall behavior and managerial style that is often used by top management (the strategic apex) in the hierarchy of public organizations. Feudalistic and paternalistic managerial and leadership styles have a big influence on organizational performance (Siagian, 1994:44) so that middle and lower level bureaucrats are afraid to take and take new steps in efforts to improve public services.

The operation of the bureaucracy based on the hierarchy of authority allows for effective control and positive performance, especially if the authority possessed by top management is decentralized to the executive leadership. The decentralized authority allows the creation of a professional bureaucracy that has an impact on improving organizational performance where the bureaucracy can become accountable with the delegated authority.

The existence of an orderly way of working that is bound by the existing rules in Weber's view aims to ensure the achievement of the continuity of the duties and roles of government. However, if the rules of the game are applied rigidly, it will give birth to an unprofessional bureaucracy which is reflected in carrying out its duties and functions bound by rigid rules and makes the bureaucracy unresponsive and innovative. If the bureaucracy is not too tied to implementing instructions and standard rules, but is more driven by the mission to be achieved by the organization (mission driven professionalism), a professional bureaucracy will be realized that carries out its duties and functions effectively, efficiently, innovatively, and has a high work ethic. (Tjokrowinoto, 1996: 191).

The policy of zero growth is the policy of the President of the Republic of Indonesia in carrying out employee recruitment with the same number of employees who quit. Zero growth, applied to agencies with sufficient number of employees, the ratio of personnel expenditure budget is between 40-50 percent of the APBD (district/city), and 25-30 percent (provincial). While the formation allocation is greater than the number of retired civil servants, it is intended for agencies/local governments with a very low number of employees, the ratio of personnel expenditure budgets is less than 40 percent of the APBD (districts/municipalities), and for provinces with an employee budget ratio of less than 40. percent.

In 2017 the government through the Ministry of Administrative Reform and Bureaucratic Reform slightly relaxed the moratorium on the recruitment of prospective Civil Servants (CPNS) for the next five years for the following reasons: First, this recruitment was carried out to support President Jokowi's Nawacita program. Second, because there are fields that are considered to be of urgent need, for example, the BMKG agency which requires meteorological and geophysical

observers. Third, looking at the minus growth, there are a number of people retiring so it is necessary to add new employees, so that public services are not hampered.

Furthermore, in 2019 the implementation was handed over to the local government to facilitate both the place, equipment and the implementing committee, besides that the implementation of the CPNS was marked by the delay of the schedule for the SKB test schedule (Selection for Field Competence) scheduled for late August 2020 to early October postponed due to the Corona virus pandemic. COVID-19). The implementation of the CPNS selection applies strict health protocols and the Selection Committee for CPNS acceptance will also consult with the local COVID-19 Task Force regarding the holding of the SKB.

Based on these problems, this research is entitled Professionalism of the Education and Training Personnel Board of Hulu Sungai Utara Regency in the Selection of Formation Civil Servants Candidates in 2019. To find out the professionalism of the ASN BKPP Hulu Sungai Utara in carrying out the selection of prospective civil servants which is one of the duties of BKPP.

RESEARCH METHODS

The research method that the author uses is a qualitative research method. Qualitative research is research on descriptive research and tends to use analysis. Process and meaning (subject perspective) are more highlighted in qualitative research. The theoretical basis is used as a guide so that the research focus is in accordance with the facts on the ground. In addition, the theoretical basis is also useful for providing an overview of the research background and as a material for discussing research results.

The type of research used in this research is descriptive research type. By reason of trying to describe and interpret objects according to what they are. The author tries to describe all the stages in the ASN selection and tries to explore in depth any symptoms or facts that occur in the process and then describe them clearly and in detail in answering all phenomena and relationships or answering the problem formulation and the factors that hinder the implementation of the CPNS selection. in 2019 in Hulu Sungai Utara Regency.

The researcher chose the research location at the Education and Training Personnel Agency of Hulu Sungai Utara Regency, because Hulu Sungai Utara Regency is a relatively underdeveloped Regency when compared to its neighboring regencies but the agency is believed to be one of the independent location points for holding the 2019 CPNS selection. the non-permanent nature of the location point, of course, requires a high commitment from the entire committee, which in this case is the BKPP apparatus, so that the selection can be carried out.

Data obtained from documentation and in-depth interviews. Interactive model data analysis technique, where there are three main activities, namely: 1) Data reduction, 2) Data presentation, and 3) Conclusion drawing.

RESULTS AND DISCUSSION

Professionalism is a determinant of the high and low and the good and bad performance of an organization (Sinambela, 2017). The better the tasks that are carried out based on accountability, responsiveness, efficiency, orientation towards services and facilities for services, it is hoped that community satisfaction will be created in carrying out tasks (Setijaninrum, 2009).

For more details regarding the Professionalism of the Education and Training Personnel Board in the Selection of Candidates for Civil Servants Formation in 2019 we can see in the discussion of the results of the following research:

1. Productivity

Productivity is a measurement of how well resources are used together within the organization to complete a set of results (Asmariansi, 2015).

a. Efficiency

Efficiency refers to the amount of resources used to achieve goals. It is based on how much raw materials, money, and people are needed to produce a certain number of products.

Based on the results of interviews with Mr. H. Herry Wahyuni, S.Pt, M.AP as the Head of Plt. The Personnel, Training and Education Agency of Hulu Sungai Utara Regency regarding the question "How is the level of efficiency (resources used in achieving goals) Professionalism of the Education and Training Personnel Board in the selection of prospective Civil Servants formation in 2019", he stated that:

"In accepting CPNS in 2019 we as regional implementers will do all the power and efforts we have so that the implementation goes well and smoothly, we borrow laptops, add electricity, add internet networks and complete supporting facilities and infrastructure for implementation in order to achieve the target desired by the entire selection committee". (Interview Results, 13 October 2021).

Based on the results of interviews with Drs. Rakhmadi Permana, M.AP, he stated that:

"We as the organizers of the selection of CPNS acceptance at the district level have made efforts and efforts so that the process of implementing the acceptance of CPNS runs smoothly, at the policy level, we and the regional apparatus coordinate and collaborate with Plt. The Head of the BKPP with related elements such as the Regent, the Regional Secretary and the Head of Service such as the Head of the Kominfo Service to make the CPNS implementation a success with all the efforts we have and we can do". (Interview Results, October 14, 2021).

Based on the results of an interview with Mrs. Wenda Oktaviayanti as the Head of the General and Civil Service Sub-Section, stated:

"As good Civil Servants, our sub-sections in charge of the general and staffing fields fully support the implementation of CPNS selection activities carried out in the regions, although it is not our field, but institutionally we are an organization that helps each other in the field of work under the auspices of the BKPP. so that all BKPP employees participate in these activities so that the implementation of CPNS acceptance goes well and smoothly". (Interview Results, 15 October 2021).

Based on the results of the interview with Mr. Ahmad Supiani, S.IP as the Head of the Program and Data Sub-Bid, stated that:

"The success of an event depends on how much sacrifice and seriousness there is in carrying it out, as well as at the BKPP office will do all the resources and efforts in carrying out the selection of CPNS acceptance both from the planning stage, preparation of both human resources or other supporting resources in the form of equipment and other support. All of this has been done to the maximum and full of responsibility in carrying it out." (Interview Results, October 15, 2021).

Based on the results of an interview with Mr. Arif Saputra as a computer administrator, he stated that:

"We, as those who were given the task of dealing with IT problems, had prepared long ago after it was decided that we would carry out the CPNS test in our district, with all the resources and efforts we made, starting with room preparation, network connection, network coupling, laptop lending and other things. other things that are considered important for the success of the CPNS recruitment selection activities ". (Interview Results, 11 October 2021).

Based on the results of interviews with Mr. Muhammad Fauzi Rahman and Muhammad Juhdi as Computer Operators he stated that:

"Our equipment is indeed limited, especially the availability in terms of computer facilities and infrastructure, but we will make every effort and power to make this activity a success, what we do so that our activities run smoothly by borrowing laptops from SKPD and schools that have many computers or laptops around 120 units." (Interview Results, 11 October 2021).

Based on the results of interviews regarding efficiency (resources used in achieving goals), this is when referring to the theory of organizational professionalism proposed by Dwiyanto (2006), one indicator of professionalism is efficiency which refers to the number of resources used to achieve goals. Which is based on how much raw materials, money, and people are needed to produce a certain number of products. Overall with regard to efficiency in the Professionalism of the Education and Training Personnel Agency in the selection of prospective Civil Servants for the formation of the 2019 fiscal year, if it is associated with the indicators of Professionalism, the results are consistent, this can be seen from the task in the implementation of the selection of CPNS admissions that went well and smoothly,

Based on the documentation, it is known that the efficiency indicators in the Professionalism of the Education and Training Personnel Agency in the selection of prospective Civil Servants for the 2019 budget year went well and smoothly because during the 2019 CPNS acceptance selection process there were not many obstacles, although with limited resources and the ongoing pandemic. hit all regions in Indonesia.

From this explanation, it can be concluded that the implementation of the selection of prospective Civil Servants of the Hulu Sungai Utara Regency formation in 2019 meets the efficiency indicators as intended in theory.

b. Effectiveness

Effectiveness is a measure of the success or failure of achieving the goals of an organization to achieve its goals. If an organization achieves its goals, the organization is said to have been running effectively.

Based on the results of an interview with Mr. H. Herry Wahyuni, S.Pt, M.AP as Acting Head of the Training and Education Personnel Agency of Hulu Sungai Utara Regency regarding the question "How is the effectiveness (accuracy in achieving goals) in the Selection of Candidates for Civil Servants Formation Year 2019", he stated that:

An activity is said to be successful and effective if the planned goals run according to the desired results. The selection for the 2019 formation of CPNS acceptances competed for 108 formations consisting of 34 formations for education personnel, 45 formations for health workers and 29 technical personnel in formations. The total number of applicants who meet the requirements is 2470 people, this is very large from the enthusiasm of CPNS applicants to compete for the formation". (Interview Results, 13 October 2021).

Based on the results of interviews with Drs. Rakhmadi Permana, M.AP, he stated that:

"We as the CPNS committee in the Hulu Sungai Utara Regency area feel proud because of the enthusiasm of CPNS applicants in 2019 because the more applicants the more intense the competition and will bring up competent and superior human resources in accordance with their respective fields". (Interview Results, October 14, 2021).

Based on the results of an interview with Mrs. Wenda Oktaviayanti as the Head of the General and Civil Service Sub-Section, stated:

"The success or failure of an activity can usually be seen from the number or enthusiasm of the participants in participating in the activity. This is in line with the number of enthusiastic participants to take part in the cpns selection. In addition to participants from Hulu Sungai Utara district, there are also those from outside Hulu Sungai Utara district and those who are the furthest outside Kalimantan, namely from NTB who are applying for the formation of the position of Master of Education Curriculum Analyst". (Interview Results, 15 October 2021).

Based on the results of an interview with Mr. H. Ahmad Yusri, S.Sos, M.AP as the Head of Procurement, Termination and Information, he stated that:

"The duties and functions related to the procurement of CPNS are within our field, but our fellow employees assist us in implementing this selection. The large number of applicants has resulted in us being greatly assisted by colleagues at the BKPP office with the same goal of making the 2019 CPNS selection a success." (Interview Results, October 14, 2021).

Based on the results of the interview with Mr. Ahmad Supiani, S.IP as the Head of the Program and Data Sub-Bid, stated that:

"The implementation of the 2019 CPNS selection was carried out in North Hulu Sungai Regency so that it involved all BKPP employees to make the activity a success so that all activities could go according to plan". (Interview Results, 15 October 2021).

Based on the results of an interview with Mr. Arif Saputra as a computer administrator, he stated that:

"The implementation of the 2019 CPNS Selection was quite tiring for us at work and it was not uncommon for our friends to stay at the office to complete the verification of applicants' files, besides that, towards the deadline for registration, we continued receiving files at night after the Maghrib prayer or around 19.00 - 22.00 WITA due to the large number of applicants waiting in line, while the time for receiving files in 2-3 days is already closed". (Interview Results, 11 October 2021).

Based on the results of interviews with Mr. Muhammad Fauzi Rahman as a Computer Operator he stated that:

"We as a team that handles file verification both offline and online work day and night so that all targets are achieved in accepting CPNS in 2019". (Interview Results, 11 October 2021).

Based on the results of interviews with Mr. Muhammad Juhdi as a Computer Operator he stated that:

"The 2019 CPNS selection was indeed exhausting and thought-provoking in addition to the many policy changes related to supporting facilities and infrastructure such as Laptops/Computers, which in 2018 only used 2 GB of RAM, changed to 4 GB of RAM with a

desktop camera that had to be installed, but thanks to efforts and prayers all parties who support this activity we can fulfill these facilities even though we have to borrow from other offices". (Interview Results, 11 October 2021).

Based on the results of interviews regarding the problem of effectiveness, this is when referring to the theory of organizational professionalism proposed by Dwiyanto (2006:50) one of the indicators of professionalism is effectiveness, which is a measure of the success or failure of achieving an organization's goals in achieving its goals. If an organization achieves its goals, then the organization has been running effectively, it is considered good, this can be seen from the implementation of all series of CPNS selection in 2019 with the aim of capturing the contested formations, namely 34 education personnel, 45 health workers and 29 technical personnel. people with the number of applicants totaling 2470 applicants.

Based on the documentation, it is known that from the 108 number of formations available with 2470 applicants, 99 formations (91.66%) were successfully captured.

From this explanation, it can be concluded that in terms of effectiveness, when viewed from the indicators of professionalism as the theory expressed by Agus Dwiyanto, the Education and Training Personnel Agency in implementing the 2019 CPNS recruitment effectively.

So it can be concluded that the implementation of the 2019 Hulu Sungai Utara Regency CPNS Selection has fulfilled the theory of the first professionalism indicator, namely productivity.

2. Service Quality

Quality is a dynamic condition associated with products, services, people, processes, environments that meet or exceed expectations (Rumengan et al., 2020). For more details, we can see in the following discussion:

Based on the results of an interview with Mr. H. Herry Wahyuni, S.Pt, M.AP as Acting Head of the Personnel, Training and Education Agency of Hulu Sungai Utara Regency, regarding the question "How is the Quality of Service (Community Satisfaction / CPNS Participants) of the Education and Civil Service Agency Training in the Selection of Prospective Civil Servants Formation in 2019, he stated that:

"Quality services have been stated in the Regulation of the North Hulu Sungai Regent Number 38 of 2018 concerning the Position, Main Duties, Functions and Job Descriptions of the North Hulu Sungai Regency Personnel, Education and Training Agency, one of which is the procurement of Civil Servants. Our main task is to recruit prospective CPNS participants to become civil servants". (Interview Results, 13 October 2021).

Based on the results of interviews with Drs. Rakhmadi Permana, M.AP, he stated that:

"We are trying to provide the best service for CPNS selection participants, starting from the admission process, filing, CAT test and the final announcement of the determination of CPNS that passed the selection. In addition, we also prepare facilities and infrastructure that support the implementation of the CPNS test such as tents, tables, chairs, air-conditioned rooms and laptops according to needs so that everything goes well without any obstacles in the CPNS acceptance process." (Interview Results, October 14, 2021).

Based on the results of an interview with Mrs. Wenda Oktaviayanti as the Head of the General and Civil Service Sub-Section, she stated:

"Quality services can be provided by employees because they are related to the main tasks and functions that have been regulated in the Regulation of the North Hulu Sungai Regent Number 38 of 2018 concerning Positions, Main Duties, Functions and Job Descriptions of the Personnel, Education and Training Agency of North Hulu Sungai Regency, one of which is CPNS acceptance as needed". (Interview Results, April 14, 2020).

Based on the results of the interview with Mr. H. Ahmad Yusri, S.Sos, M.AP as the Head of Procurement, Dismissal and Information, he is of the opinion that:

"In the Regulation of the North Hulu Sungai Regent Number 38 of 2018 concerning the Position, Main Duties, Functions and Job Descriptions of the North Hulu Sungai Regency Personnel, Education and Training Agency, the main tasks in the field of recruiting prospective Civil Servants are procurement, dismissal and information. We have coordinated in the implementation of CPNS selection, both to the Regent, Secretary, BKN and related agencies in providing services to selection participants who are struggling to become CPNS." (Interview Results, October 14, 2021).

Based on the results of an interview with Mr. Ahmad Supiani, S.IP as the Head of the Program and Data Sub Division, he stated that:

"We have prepared everything long ago for the implementation of the CPNS selection in the Hulu Sungai Utara Regency from all human resources, facilities and infrastructure as well as unexpected things that might hinder the service process for the convenience of cpns participants when registering, selecting files, CAT test and even announcements". (Interview Results, 15 October 2021).

Based on the results of an interview with Mr. Arif Saputra as a computer administrator, he stated that:

"The implementation of the CPNS selection in 2019 from the registration stage to the implementation of the test all uses an application (by system), so it is very transparent and for the registration mechanism also uses the SSCASN application which is connected to the Dikti Forlap and for CPNS test questions it is connected to the BKN CAT". (Interview Results, 11 October 2021).

Based on the results of interviews with Mr. Muhammad Fauzi Rahman as a Computer Operator he stated that:

"We as computer officers who handle IT problems try to provide the best service so that the implementation runs smoothly because all activities from registration to completion use IT". (Interview Results, 11 October 2021).

Based on the results of interviews with Mr. Muhammad Juhdi as a Computer Operator, he stated that:

"As BKPP employees, we try to give our best so that the implementation of the 2019 CPNS acceptance goes well by mobilizing all capabilities and infrastructure to support these activities." (Results of interview, 11 October 2021).

Based on an interview with Mr. Alpi as a village community leader, he said that:

"We, as parents whose children took the CPNS test, are very grateful because the test was carried out in our area, North Hulu Sungai Regency. Besides that, the committee also provided good services such as live score screenings, parking lots, prayer rooms, and even free mineral water. for participants" (Interview results, 15 October 2021)

Based on interviews with Muhammad Suriadi Rahman as a CPNS selection participant who applied for the Empowerment Program Analyst formation and Wahid Lafi Naim who applied as a Policy Reviewer for the Procurement of Goods and Services said that:

"We as CPNS participants are very grateful to the committee, namely BKPP who carried out the CPNS test in Amuntai so we didn't spend a lot of money like in 2018 where the CPNS selection was carried out in the Banjarbaru Governor's office complex, besides that the place for the test was comfortable and spacious, and the staff friendly and kind, if we participants have difficulties they are ready to help with our problems" (Interview results, 12 October 2021)

Based on the results of interviews, it can be assumed that the problem of service quality is based on the theory put forward by Dwiyanto (2006:50) one of the indicators of professionalism is quality, which is a dynamic condition related to products, services, people, processes, environments that meet or exceed expectations. Then it is the duty of the Education and Training Personnel Agency to become one of the organizers in providing services to CPNS who struggle to become state servants from registration, testing, filing and even the appointment of CPNS.

Based on the results of documentation regarding service quality problems when referring to the theory put forward by Widodo (2007), it emphasizes the importance of public services by public organizations (bureaucracies) that are more professional, effective, efficient, simple, transparent, open, timely, responsive and adaptive. it can be understood that it is an inherent duty of the Education and Training Personnel Board to provide services to prospective civil servants from registration, testing, filing and even appointment of employees from CPNS to PNS.

From this explanation, it can be concluded that quality services can be provided by employees related to the main tasks and functions that have been regulated in the Regulation of the North Hulu Sungai Regent Number 38 of 2018 concerning Positions, Main Duties, Functions and Job Descriptions of the Hulu Sungai Regency Personnel, Education and Training Agency. Sungai Utara is like the Admission of Candidates for Civil Servants which is carried out in a professional, transparent, and dignified manner which is far from the impression of KKN.

3. Responsiveness (Organizational Ability)

Based on the results of an interview with Mr. H. Herry Wahyuni, S.Pt, M.AP as the Acting Head of the Education and Training Personnel Agency of Hulu Sungai Utara Regency regarding the question "How is the responsiveness (organizational ability) of the Education and Training Personnel Agency in the Selection of Candidates for Civil Servants Formation Civil Year 2019, he stated that:

"The ability of the BKPP in carrying out the selection of CPNS is no longer in doubt because it has often carried out CPNS acceptance activities every year, but what often changes is the system used in accepting CPNS is different, for example from the one that used to answer questions manually and now answers online. facilities and infrastructure keep up with the times, adapting to the prevailing system". (Interview Results, 13 October 2021).

Based on the results of an interview with Mrs. Wenda Oktaviayanti as the Head of the General and Civil Service Sub-Section, she stated:

"The ability of the selection committee in 2019 is no longer in doubt because it has good competence in its field, but what often becomes an obstacle is the lack of personnel, especially in terms of IT staff, which only has 4 people, so we asked for help with Diskominfo for additional IT staff. In terms of security during the CAT Test selection process, we synergize with the Satpol PP service and other related institutions." (Interview Results, 15 October 2021).

Based on the results of interviews with Mr. H.Ahmad Yusri, S.Sos, M.AP as the Head of Procurement, Dismissal and Information and Mr. Drs. Rakhmadi Permana, M.AP, they argue that:

"BKPP has made every effort and preparation as much as possible in the 2019 CPNS selection, such as in terms of budgets, policies, fulfillment of facilities and infrastructure, even in the fulfillment of IT staff. However, the problem arose after we completed the SKD test, namely the COVID-19 pandemic which stopped all CPNS selection activities so that it was delayed for about 6 months and continued in September 2020 to continue the delayed SKB test". (Interview Results, October 14, 2021).

Based on the results of the interview with Mr. Ahmad Supiani, S.IP as the Head of the Program and Data Sub Division, stated:

"Based on the total number of BKPP employees ranging from 32 people, we believe that our fellow BKPP employees are capable and able to carry out CPNS implementation activities in 2019 by prioritizing togetherness and team cohesiveness in working like previous activities". (Interview Results, October 15, 2021).

Based on the results of an interview with Mr. Arif Saputera as the First Computer Institution, he stated that:

"Speaking of the ability to accept CPNS from year to year, Alhamdulillah, BKPP can carry out its duties well, although there are some obstacles that will certainly be experienced by all organizational activities in general. We as officers who handle IT and network issues and supporting facilities will make every effort and power to make this activity a success and it is not uncommon for us to spend the night at work to prepare and facilitate CPNS test activities, especially SKD and SKB tests". (Interview Results, 15 October 2021).

Based on the results of interviews with Mr. Muhammad Juhdi as a Computer Operator, he stated that:

"BKPP's facilities and infrastructure are indeed limited, especially regarding computers/laptops that are in accordance with BKN provisions, namely 4 GB and desktop cameras that are already installed on all laptops/computers, so we have to find a solution by borrowing from several other agencies and schools to meet the required facilities and infrastructure. less so that the implementation of the CPNS test can continue to run smoothly." (Results of interview, 15 October 2021).

Based on an interview with Mr. Alpi as a village community leader, he said that:

"Regarding the ability of BKPP in carrying out the selection of CPNS, there is no doubt because these activities have often been carried out and only the location or place is different". (Interview results, October 15, 2021)

Based on an interview with Muhammad Suriadi Rahman as a CPNS test participant who applied for the formation of an analyst for the empowerment program, he said that:

"I feel that BKPP is proficient and used to recruit CPNS from year to year, so their abilities have been tested in this regard". (Interview results, 12 October 2021)

Based on an interview with Wahid Lafi Naim, a policy analyst for the procurement of goods and services, he said that:

"I have participated in the implementation of CPNS acceptance 3 times and from year to year there has been an improvement in both technology, infrastructure and even regulations, but all of that can be overcome by BKPP because their abilities are good". (Interview results, 12 October 2021)

The results of the interview above refer to the professionalism theory proposed by Dwiyanto (2006), one indicator of professionalism is responsiveness, which is the ability of the bureaucracy to recognize community needs, develop service agendas and priorities, and develop service programs according to community needs and aspirations. The implementation of CPNS selection is felt to be something that has become routine in carrying out programs and activities in recent years, so that BKPP as optimally as possible will provide services and be as professional as possible in carrying out its work by measuring organizational power and capabilities.

Based on the results of documentation regarding organizational responsiveness/ability when referring to the theory put forward by Dwiyanto (2006) the ability of the bureaucracy to recognize community needs, develop service agendas and priorities, and develop service programs in accordance with community needs and aspirations, the District Education and Training Personnel Agency Hulu Sungai Utara has a good ability to provide services to the people who are selected as participants.

From this explanation, it can be concluded that the responsiveness (organizational capability) of the Education and Training Personnel Board of Hulu Sungai Utara Regency is running quite well and is able to carry out all program activities for the benefit of the community and employees.

4. Responsibility (Compatibility of Implementation with Organizational Activities)

Based on the results of interviews with Mr. H. Herry Wahyuni, S.Pt, M.AP as Plt. The Head of the Training and Education Personnel Agency of Hulu Sungai Utara Regency, regarding the question of "How is the Responsibility (Compatibility of Implementation with Organizational Activities) in the Professionalism of the Education and Training Personnel Board in the Selection of Prospective Civil Servants Formation in 2019" he stated that:

"Originally the schedule of activities issued by the National Civil Service Agency for the implementation of the selection of CPNS admissions started in November 2019 until the determination of the employee NIP in May 2020, but then had to be changed to November 2020 due to the Covid 19 Pandemic so that the SKB process which was supposed to be in March 2020 was postponed to September 2020, besides that, it is also carried out with very strict health

protocols such as the number of test participants which used to be 100 people was reduced to 50 people and was required to wear masks, wash hands and not be exposed to the covid 19 virus.” (Interview Results, 13 October 2021).

Based on the results of an interview with Mrs. Wenda Oktaviayanti as the Head of the General and Civil Service Sub-Section, stated:

“The implementation of the 2019 CPNS has been carefully designed by preparing a budget, activity plans and preparing supporting infrastructure so that the implementation is appropriate and not delayed in accordance with the circular letter from BKN regarding the schedule for the implementation of cpns that has been determined. However, after a national and even international disaster, all activities that use large crowds must be postponed, so that BKN must postpone and reschedule the CPNS selection activities after the SKD activities are completed.” (Interview Results, 15 October 2021).

Based on the results of interviews with Mr. H. Ahmad Yusri, S.Sos, M.AP as the Head of Procurement, Dismissal and Information and Mr. Drs. Rakhmadi Permana, M.AP, they argue that:

“We have done the budgeting and we have included it in the 2019 BKPP work plan and then it is stated in the Budget Implementation Document so that we think we have carried out all the appropriate planning, activities, but in terms of implementation, we experienced obstacles that were beyond our technicality and were unexpected so that the The implementation of the CPNS was suspended for several months and continued in the final quarter of 2020 with strict health protocols and supervised by the COVID-19 task force.” (Interview Results, October 14, 2021).

Based on the results of an interview with Mr. Arif Saputera as the First Computer Institution, he stated that:

“The activities we carry out are in accordance with BKN provisions which require using a 4 GB laptop/computer and an installed camera even though it does not belong to the BKPP office, the equipment is obtained by borrowing from other SKPD, we are very grateful to all parties who have helped us to complementing the lack of infrastructure, besides the quality of the internet that we have added so that the test implementation process does not experience obstacles”. (Interview Results, October 14, 2021).

Based on an interview with Mr. Alpi as a village community leader, he said that:

“We are very grateful that the 2019 cpns test can be resumed even though there is a long delay due to the covid 19 pandemic because if the cpns test is canceled, it's a pity for those who have struggled half way through the 2019 test”. (Interview results, 15 October 2021))

Based on interviews with Muhammad Suriadi Rahman as a civil servant participant who applied for the formation of an analyst for the empowerment program and Wahid Lafi Naim, a reviewer of policies on procurement of goods and services, he said that:

“We as participants who passed the first stage, namely the implementation of the SKD, are hopeful because with the pandemic yesterday the SKB schedule was postponed, but Alhamdulillah in September 2020 the SKB implementation was resumed so that we can continue this competency fairly and honestly”. (Interview results, October 12, 2021)

Based on the results of interviews regarding Responsibility (conformity of implementation with organizational activities) when referring to the theory of professionalism put forward by Agus Dwiyanto (2006:50) the indicators of professionalism Responsibilities (conformity of implementation with organizational activities) this is quite going well although there are some activities that are not in accordance with the specified schedule is like the SKB schedule which was delayed from the previous schedule due to the covid 19 pandemic.

Based on the results of the author's documentation regarding responsibility (conformity of implementation with organizational activities) referring to Kholer in Febrianti 2015: 19 namely acceptance of the delegation of authority, this means the obligation to carry out carefully the authority given both individually and organizationally. The Education and Training Personnel Board is an organization given the authority by the local government to carry out the acceptance of CPNS in recruiting superior and competent human resources in filling positions that are in accordance with the needs of the government in an honest, accountable and free from KKN.

From this explanation, it can be seen that the implementation of the 2019 CPNS selection carried out by the Personnel, Training and Education Agency of the North Hulu Sungai Regency was quite good. Changes in the selection schedule issued by BKN as a result of the covid 19 pandemic. However, they can still carry out their duties in accordance with Hulu Sungai Utara Regent Regulation Number 38 of 2018 concerning Positions, Main Duties, Functions and Job Descriptions of the Personnel, Education and Training Agency of Hulu Sungai Utara Regency.

5. Accountability (Accountability)

Based on the results of an interview with Mr. H. Herry Wahyuni, S.Pt, M.AP as the Acting Head of the Personnel, Training and Education Agency of Hulu Sungai Utara Regency, regarding the question "How is the Responsibility (Organizational Responsibility) in carrying out the Professionalism of the Education and Civil Service Agency. Training in the Selection of Prospective Civil Servants Formation in 2019" he stated that:

"Responsibility is a result that BKPP highly respects in carrying out daily tasks and other tasks such as implementing the 2019 CPNS. Many things have been done by the BKPP as evidence in the accountability of these activities, such as reports that have never had problems when examined by the competent authority because the activities of implementing the acceptance of CPNS we involve the regional inspectorate in terms of supervising the implementation of the CPNS selection so that it is guaranteed that the implementation of activities will not be carried out fraudulently or outside specified path. Besides that, the results submitted are very transparent, namely all SKD and SKB test results can be seen on the BKPP website and Youtube channels which are officially appointed by the government to broadcast them like Kominfo local TV". (Interview Results, 13 October 2021).

Based on the results of an interview with Mrs. Wenda Oktaviayanti as the Head of the General and Civil Service Sub-Section stated:

"Accountability is very important in every activity within the organization and BKPP is no exception, which in this case is given the authority to accept CPNS every year/as needed. The form of BKPP accountability is contained in the LAKIP every year and is not only about accepting cpns but other activities are also accounted for so that the government runs well and well in the eyes of the people who are now starting to be critical of the government system that must be accountable, professional and honest ". (Interview Results, 15 October 2021).

Based on the results of an interview with Mr. Arif Saputera as the First Computer Institution, he stated that:

"I feel proud to be part of the BKPP office which has a vision of Professional, Neutral and Prosperous North Hulu Sungai Regency Government Apparatus Towards the Realization of Good Governance. become the main target of North Hulu Sungai Regency". (Interview Results, 15 October 2021).

Based on the results of interviews with Mr. H.Ahmad Yusri, S.Sos, M.AP as the Head of Procurement, Dismissal and Information and Mr. Drs. Rakhmadi Permana, M.AP, they argue that:

"The implementation of the CPNS selection in 2019 and in previous years always follows the Ministerial Regulation in this case the PAN-RB minister as the legal basis for the implementation of the selection and the BKN regulations regarding the selection procedure using the CAT BKN system. And every year it always involves the Inspectorate as a supervisory element which at the end of each stage the Inspectorate always issues a review of the selection stages that have been carried out". (Interview Results, 13 October 2021).

Based on the results of the interview with Mr. Ahmad Supiani, S.IP as the Head of the Program and Data Sub-Bid, stated:

"All activities or activities, both the implementation of the CPNS selection and in other activities, all BKPP employees follow the procedures and stages in accordance with the applicable rules. This makes it easier for us as employees in particular and the BKPP organization in general to avoid all problems related to Corruption, Collusion and Nepotism". (Interview Results, 15 October 2021).

Based on an interview with Mr. Alpi as a village community leader, he said that:

"I, as the community representing the parents of the participants in the Hulu Sungai Utara CPNS selection, are very grateful because the civil servant recruitment implementation system has been getting better from year to year so there is very little chance of cheating." (Results of interview, 15 October 2021)

Based on interviews with Muhammad Suriadi Rahman as a CPNS selection participant who applied for the formation of the empowerment program analyst and Wahid Lafi Naim, a reviewer of goods and services procurement policies, he said that:

"The CPNS test from year to year has progressed rapidly and the management system is getting better, we are very grateful that this system makes all participants more enthusiastic to take part in the selection because the results are honest, open and free from KKN". (Interview results, 12 October 2021)

The results of the interview regarding Accountability (Responsibility) when referring to the theory of professionalism proposed by Agus Dwiyanto (2006) one of the indicators of professionalism is Accountability, a measure that shows how big the level of conformity of the implementation with the size or values in accordance with the law is to be accounted for as should be.

Accountability according to Halim (2014) is the obligation to provide accountability for the performance or actions of a person or agency or organization to the authorized party in

asking for such accountability. This was carried out by the Education and Training Personnel Board of Hulu Sungai Utara Regency well and in accordance with applicable regulations, as evidenced by the fact that the implementation of the CPNS selection in Hulu Sungai Utara Regency has received slanted or negative news because it is in accordance with the rules issued by BKN as Personnel Supervisory Agency.

From this explanation, it can be concluded that accountability in the implementation of CPN in Hulu Sungai Utara Regency has been going well because it is carried out in accordance with norms by prioritizing the principles of honesty, transparency, and being free from KKN and by following the official regulations issued by the Personnel Guidance Agency.

From the description above, it can be seen that the Hulu Sungai Utara Education and Training Personnel Board in carrying out the 2019 CPNS selection can be said to be professional, because the indicators of Professionalism as according to expert opinions have been fulfilled.

CONCLUSION

The professionalism of the Education and Training Personnel Board of the Hulu Sungai Utara Regency in the implementation of the selection of prospective Civil Servants for the 2019 formation is quite good. Judging from the productivity indicators, it is quite good because the desired goal is achieved, even though there are obstacles due to the covid 19 pandemic, but the implementation of cpns acceptance continues to run well and smoothly by utilizing existing resources at the Education and Training Personnel Agency of Hulu Sungai Utara Regency. Judging from the indicators of Service Quality that have been running quite well, this can be seen from the services provided are quite satisfactory for all parties which refers to the implementation that is clean from fraud and KKN. Judging from the Responsiveness indicator, it has gone quite well, this can be seen from the good ability to carry out programs and activities to provide services to the community who take part in the selection of prospective Civil Servants for the 2021 formation in Hulu Sungai Utara Regency. Judging from the Responsibility Indicators, it is quite good, it can be seen that all the implementation of the Cpns stages went well and smoothly, although there were obstacles related to changes in the schedule for the implementation of the SKB due to the pandemic period that hit. Judging from the Accountability Indicators that are good, this can be seen from all the process of implementing CPNs carried out in accordance with BKN regulations and prioritizing the principles of honesty, transparency and free from KKN.

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