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CIVIL SERVANTS 'COMPETENCE AS PUBLIC SERVICES

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ABSTRAK: The results showed that: the implementation of competency standards in civil servants in conducting government duties as public service at the regional secretariat of the North Bolaang Mongondow district has not been expected. This is seen from the result data (1) The process and procedure done not fully fulfill the process of the rolling rules of the department in North Bolaang Mongondow which is in accordance with the regulation of the Minister of State apparatus and bureaucracy reform (PERMENPANRB) No. 38 2017 year on the competency standards Department of civil apparatus. (2).

The procedure of rolling out is already contained in the Regent's decree but the process is not yet understood and follow the stages and indicators that must be fulfilled have not gone well as expected. (3). In the process of placement there is an official that does not fit the competence Untyuk occupy the position because if viewed from the rules do not comply with indicators of the managerial competence indicator is measured from the level of education, structural training or management, and leadership experience is contained in PP 11/2017 article 55. (4) Employee qualifications despite being recognised that qualification and competency compliance are still around 60%-70% as per requirement. (5) Meryt system is also not fully done, the quality factor of human resources (people) judging from the level of education still need to be improved, especially the level of S2, and the degree of skill of the officer who must follow the DIKLATPIM according to the position he occupied should be appropriate and get attention.

Keywords: “public policy, public service, civil servants competence”.

INTRODUCTION

Regulation of the Minister of administrative reform and bureaucratic reforms of the Republic of Indonesia number 38 year 2017 about the competency standards of the National civil Apparatus Department, defining that the competency standard of the State civil apparatus, hereinafter referred to as ASN competency standards, is a description of the knowledge, skills and behaviors required by a state civil apparatus in carrying out the duties of office. The purpose of regulation of the Minister of administrative reform and bureaucracy reforms is intended for each government agency to develop the competency standards of the state civil apparatus in the organization that is the scope of its authority, which is the basic means in conducting the state apparatus management merit system. So that every ministry/institution, provincial government, and Regency/city government can arrange a standard competency of the position in the environment of the organization that is the scope of its authority; So that each ministry/institution can compile a technical competence dictionary on the affairs of the Government that is the authority.

The purpose of regulation of the Minister of administrative reform and bureaucracy reforms is intended for each government agency to develop the competency standards of the state civil apparatus in the organization that is the scope of its authority, which is the basic means in conducting the state apparatus management merit system. So that every ministry/institution, provincial government, and Regency/city government can arrange a standard competency of the position in the environment of the organization that is the scope of its authority; So that each ministry/institution can compile a technical competence dictionary on the affairs of the Government that is the authority. In the Government regulation of the Republic of Indonesia number 11 year 2017 about the management of civil servants also explained that civil servants and civil servant of the state who works on Instansi residing in the territory of the Republic of Indonesia, managed according to managerial principles with the intention to generate professional civil servants, have a basic value, professional ethics, net from corruption, collusion, and nepotism. Based on prevailing laws and regulations. Civil servants are Indonesian citizens who meet certain requirements, appointed as ASN officers on a regular basis by the officers of the personnel to occupy office in the Government, with positions indicating the function, duties, responsibilities, authority, and right of an ASN employee in an organizational unit. Each administrative department contains functions and duties relating to public services as well as government administration and development. In addition there is a functional office that contains functions and tasks relating to functional services based on specific skills and skills.

In the implementation of basic duties and functions as civil apparatus of the state, every civil apparatus of the State is obliged to possess technical competence, managerial competence and socio-cultural competence. Technical

competence is a competency involving knowledge, skills, and attitudes/behaviors that can be observed, measured, and developed specific to the technical field of the Department. Managerial competence concerning the competency of knowledge, skills, and attitudes/behaviors that can be observed, measured, developed to lead and/or manage organizational units. While the social cultural competence is the competence of knowledge, skills, and attitudes/behaviors that can be observed, measured, and developed related to the experience of interacting with the community in the religious, ethnic and cultural, behavioral, national insight, ethics, values, moral, emotion and principles, which must be fulfilled by each holder to obtain the work in accordance with roles, functions and positions.

LITERATURE REVIEW

1. Public Policy

Public policy is often understood as a government-used instrument to solve public problems technocratic. In the sense of government use rational choice approach to choose the best alternative to solve the problems faced by the community. The public policy in the famous defendant of Dye is whatever governments choose to do or not to do. The meaning of Dye is to declare that any government activity whether explicit or implicit is a policy. The policy interpretation according to Dye above must be interpreted with two important things: first, that the policy must be done by the government agency, and secondly, the policy contains the choice done or not done by the government (Indiahono, 2009).

As for other views according to (Harbani Pasolong, 2007), there is basically a difference between the concept of policy and wisdom. Policy is a set of alternatives ready to be chosen based on certain principles. While the wisdom is concerned with a decision that allows something that is actually forbidden based on specific reasons such as humanitarian, state and other considerations.

The policy is an in-depth analysis of the various alternatives that are based on the decision on the best alternatives. While wisdom always contains the meaning of breaking everything that has ever been set for some reason. Wisdom is the embodiment of the rules that have been established according to local circumstances and conditions by the authorized person. With the difference of the defendant above, it should be in the implementation is also different.

According to William N. Dunn (in Syafiee Inu Kencana, 2006) public policy is a series of interconnected options made by agencies or government officials in areas pertaining to governmental tasks, such as defense of security, energy, health, education, community welfare, crime, urban and others.

With the level of community development, the prevailing political culture and the character of its political system. From time to time different is probably just the policy area and the type of issue that develops. The more complex a community, and because it is increasingly complex problems are faced, it will certainly be more complex and various policy issues that develop and face (Solichin Wahab, 2010).

2. Public service

Service can be interpreted as a business serving the needs of others.

According to (Gronroos, 1990) (Ratminto & Winarsih, 2013) as quoted below: "Service is an activity or a series of activities that are invisible (unreliable) that occur as a result of interactions between consumers between employees or other things provided by the service company that is intended to solve consumer/customer problems". According to (Sampara, 2011) says "service is an activity or sequence of activities that occur in direct interaction between a person and another person or physically and provides customer satisfaction". Furthermore, according to (Hardiyansyah, 2011) says that "service can be interpreted as an activity that is given to assist, prepare and manage whether it is goods or services from one party to the other.

Service is an effort to help prepare what others need. (Napitupulu, 2007) that "Service is a series of activities or the process of fulfilling others' needs in the form of service products with a number of characteristic such as intangible, fast loss, more can be felt than owned, and customers can more actively participate in the process of consuming such services".

Public services can be interpreted as providing services (serving) the needs of people or communities who have an interest in the Organization in accordance with the basic rules and ordinances that have been established. According to one of the studies of the National Legal Commission (KHN), the public service is interpreted as: "an obligation given by the Constitution or law to the government to fulfill the fundamental rights of a citizen or resident of a service (public)". This definition according to KHN, expressly emphasizes that public services are the obligation of the Government (state). This limitation differs from the constraints given by Menpan that defines public services only as a government agency activity.

In Annex 3 of Decree No. 63/KEP./M. PAN/7/2003, paragraph I, C. On general guidelines on Public service implementation, public services by the government are divided into three as follows: (1) The Administrative Services group, which is the service that produces the form of official documents required by the These documents, among others, identity card (KTP), marriage certificate, birth certificate, death description, vehicle owner's book (BPKB), driver's licence, license letter of Motor Vehicle (STNK), building Permit (IMB), passport, Certificate of ownership/possession of land, etc. (2). The Goods service group is a service that generates various forms/types of goods used by the public, such as telephone networks, supply power, clean water, and so on. (3). Service Group is a service that generates various services needed by the public, such as education, health maintenance, transportation organizing, postal, and so on.

Sianipar (1998:4), saying that service is a way to serve, to help prepare or manage the needs of a person or group of people. Serving is to serve/help take care of a person's need or needs since submitted a request until submission or a raid.

According to (Moenir, 1998), public service is an activity performed by a person or a group of people with the foundation of material factors through certain systems, procedures and methods in order to fulfill the interests of others according to their rights. While Kottler (Supranto, 2001) said that the service/service is an appearance performance, not materialized and quickly lost, more can be felt than owned, and more customers can play an active role in the process of consuming such services. In providing very related services to whom we provide the service, in this case is a customer. According to (Wijono, 2000), the customer is an affected product or process, where the customer can be seen from two aspects, namely the

internal customer is those who are affected by the product and the company member called the customer but not the buyer, but not the member of the company that produces the product, and the external customer includes the buyer and other stakeholders, can be other companies,

3. Regulatory competence of civil servants

Law No. 5 of 2014 concerning civil apparatus of the State (CAS), especially section 68 of the rank and position, mentions that civil servants are appointed in certain ranks and departments of government agencies. Appointment of civil servants in a specific position based on the objective comparison between competencies, qualifications, and requirements required by the Department with competence, qualifications and requirements owned by the employee. While in government Regulation No. 11 of 2017 concerning civil servants management establishes three competencies namely:

Technical competencies are knowledge, skills, and attitudes/behaviors that are observable, measured, and developed that are specific to the technical field of the Department. Technical competencies are measured from education levels and specializations, functional technical training, and technical work experience. Managerial competencies are knowledge, skills and attitudes/behaviors that can be observed, measured, developed to lead and/or manage organizational units. Managerial competence is measured from the level of education, structural training or management, and leadership experience. Socio-cultural competence is the knowledge, skills, and experience of interacting with the communities of religion, ethnic and cultural, behavioral, national insight, ethics, values, moral, emotion and principles, which must be fulfilled by each holder of the department to obtain the work in accordance with roles, functions and departments. Cultural social competence is measured by the work experience in relation to the community of religions, tribes, and cultures, so that it has a national insight.

4. Civil servants Competence

Competence is a collection of competencies that include competency name, competency definition, description and competency level and behavioral indicators. 14. Government agencies are central agencies and local institutions. 15. Central institutions are ministries, non-ministerial government agencies, state secretarial institutions, and nonstructural institutional secretarial agencies. 16. Local institutions are regional devices of provincial and regional devices of district/city which include regional secretariat, Regional Representative Council Secretariat, Regional office, and regional technical institution. 17. The Office of the Personnel Training hereinafter abbreviated as PPK is an official who has the authority to establish the appointment, transfer, and termination of ASN officers and management of the training in government agencies in accordance with the provisions of laws and regulations. 18. User Agency is ministry/institution, provincial government, Regency/city government that uses technical competence dictionary, the Dictionary of Managerial Competence and dictionary of social and cultural competence and/or using the standard competency of the department. 19. Minister is the minister who conducts government affairs.

Preparation of technical Competency dictionary, covering: 1. Drafting proposal of technical competence dictionary drafting. Each of the activities of technical competence dictionary preparation is preceded by drafting a proposal that contains the background of the necessity of a dictionary of competence, basic conception of government affairs, and related Aspects of government affairs that will be compiled a dictionary of competency and Benefits of dictionary technical competencies and standards of competency in the framework of the success of government affairs. 2. To input the underlying substance of government affairs contained in various legislation relevant to government affairs, as well as the scope of all elements and sub-elements of competence required to conduct government affairs that will be compiled into technical competency dictionary. 3. To input the task and function of the organizational unit that is technical (line) of the organizational structure that is the administrative affairs of the highest unit to the lowest in both central and local institutions. The meaning of the organization's technical unit is an office-led unit, such as: A. High Leadership department: Director General, Deputy, Inspector general, main inspector, head of agency, and other positions equivalent; and B. Primary high Leadership departments: Directors, deputy assistants, central heads, inspectors, large head halls, office heads, provincial heads, and other equivalent departments.

RESEARCH METHOD

The method used in this research is a qualitative method. Where Bogdan and Biklen suggest that qualitative research is done in a natural condition, (as the opponent is an experiment), directly to the data source and the researcher is the key instrument. Qualitative research is more descriptive, data collected words or images, so as not to emphasize on the numbers. Emphasize the process of product or outcome. Performs data analysis inductive and emphasizes the meaning. The research site is located in North Bolaangmongondow County.

In qualitative research, data analysis was conducted from the very beginning and throughout the research process took place. In this study used qualitative data analysis (Miles and Huberman) with procedures, data reduction, data presentation, draw conclusions or verifications as follows: data collection, data reduction data presentation and conclusion.

RESULT AND DISCUSSION

About the research results there are several findings: (1) mutation or rolling position in the current Regent Leadership era and form of placement process of civil servants in the scope of District Secretariat Bolaang Mungondouw Utarmutation or rolling a new position once done by the current Regent leadership of course with the consideration of Baperjakat referring to the standard or indicators that exist in the rules applicable to the terms and procedures of position placement, such as conducting assesment, auctions, CPT or other designations of standards and competencies that exist during this time, but as the findings that the process and procedures carried out not fully fulfill the process of the rolling rules of the

department in North Bolaang Mongondow which is in accordance with the regulation of the Administrative Ministry of State apparatus and bureaucracy reform (PERMENPANRB) No. 38 year 2017 on the competency standards Department (2). The procedure for rolling is already contained in the Regent's decree but the process is not yet understood and follows the stages and indicators that must be met has not been well as expected. (3). In the process of placement there is an official that does not fit the competence Untyuk occupy the position because if viewed from the rules do not comply with indicators of the managerial competence indicator is measured from the level of education, structural training or management, and leadership experience is contained in PP 11/2017 article 55. (4) Employee qualifications despite being recognised that qualification and competency compliance are still around 60%-70% as per requirement. (5) Meryt system is also not fully done, the quality factor of human resources (people) judging from the level of education still need to be improved, especially the level of S2, and the degree of skill of the officer who must follow the DIKLATPIM according to the position he occupied should be appropriate and get attention.

Related regulations are in the regulation of the Minister of State administrative reform and bureaucratic reforms of the Republic of Indonesia number 38 year 2017 about the competency standards of the Department of Civil apparatus, defining that the competency standard of the National Civil Apparatus Department hereinafter called ASN Competency Standard is a description of knowledge, skills and behaviors required by a state civil apparatus in carrying out job title. The scope of the competency standards set out in this ministerial regulation includes: 1. Guidelines for forming and assignment of the standards of competency of the team; 2. Guidelines and procedures for drafting standards of competency and department requirements; 3. Guidelines and procedures for determining competency standards of the department. 4. Guidelines for forming and assignment of technical competence dictionary compilers; and 5. Guidelines and procedures for drafting technical competency dictionaries have not been fully implemented, this is evident in the research findings on this focus that indicate that (1) mutation or rolling position in the current Regent Leadership era as well as the process of placement of civil servants in the scope of the District Secretariat of Bolaang Mungondouw Utaa rmutation or rolling position is once done by the current Regent leadership of course with the consideration of Baperjakat which refers to the standard or indicators that exist in the applicable rules related to the Conditions and procedures, such as conducting assesment, auction, CPT or other designations of standards and competencies that exist during this time, but as the findings that the process and procedures carried out not fully fulfill the process in accordance with the rolling rules of the position in the North Bolaang Mongondow District is in accordance with the regulation of the Ministry of Civil Engineering Reform 2017 38 (2). The procedure for rolling is already contained in the Regent's decree but the process is not yet understood and follows the stages and indicators that must be met has not been well as expected. (3). In the process of placement

there are officers who do not fit their competence to occupy the position because if viewed from the rules do not comply with indicators of the managerial competence indicator is measured from the level of education, structural training or management, and leadership experience; (4) Employee qualifications despite being recognised that qualification and competency compliance are still around 60%-70% as per requirement. (5) Meryt system has not been fully done, the quality of human resources (HR) factor is seen from the level of education still need to be improved especially the level of S2, and teachers who are still in high school and skill level that must follow DIKLATPIM according to the position that he occupied must be appropriate and get attention.

CONCLUSION

Then it can be concluded in this focus that the implementation of competency standards in civil servants in conducting government duties as public service in the regional secretariat of the North Bolaang Mongondow district has not walked as expected.

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