ABSTRACT

PROFESSIONALISM OF LABUHAN RATU DISTRICT OFFICIALS IN PUBLIC SERVICE

By NANI SUMARNI

Public service by the District Government officials should ideally be carried out as well as possible in order to meet the needs of society as a recipient of the service, but in reality less professional District Government official in delivering public services.

The purpose of this study was to describe: (1) Professionalism of Labuhan Ratu District officials in providing public services (2) Professionalism of Labuhan Ratu District officials in providing public services according to people's perspectives. The method used is qualitative with taking informants consisting of Labuhan Ratu District official and the community as a public service recipient.

The results showed: (1) Official of Labuhan Ratu District officials in providing public services was professionalis. This is evident from: a) Creativity, held official by way of keeping procedures of public services, information services, technical requirements and administrative services, details of the service charge and pelayanan turnaround time and provide the best possible service to the community. b) Innovation, official implemented in a way to provide a comfortable waiting room services, make a queuing system by providing a queue number, provide information boards, information service and decency and neatness of clothing as well as provide service personnel quickly and appropriately to the community c) Responsiveness, implemented to respond to the aspiration of society by instilling empathy for people who receive public services and provide services that oriented on meeting the needs of society. (2) Category professionalism of government officials in the public service in Labuhan Ratu District based on the answers the people who receive public services shows that government officials provide public services in a category quite professional. This is shown by the data of 30 respondents, there were 11 (36.67 %) of respondents said government officials provide public services in a category quite professional.

Keywords : Professionalism, Public Service