

MODEL PROFIT ECONOMIC ON FEMALE WORKERS IN INDONESIA

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Abstract: *The purpose of this study was to analyze the effect of service quality, professionalism of BKPSDM employees on the level of satisfaction of married female civil servants and female civil servants. The method of the study used associative using multiple linear regression data analysis techniques. This study used accidental sampling technique by using a sample of 100 respondents. The results of the study partially and simultaneously showed that the service quality and professionalism of BKPSDM employees affected the level of satisfaction of married female civil servants by 46.8%. Meanwhile, the service quality and professionalism of BKPSDM employees affected the satisfaction level of unmarried female civil servants by 56.7%. The conclusion of this study showed that the satisfaction level of married women civil servant tends to be lower than the satisfaction level of unmarried women civil servant. Married female civil servants tend to be less patient in the service process. Married women civil servants wanted employees to handle every complaint quickly and as soon as possible. Furthermore, unmarried female civil servants tend to behave in an orderly and obedient manner and more patient in doing management in the service process. They were happy with the disclosure of information obtained from BKPSDM employees so that they had high satisfaction.*

Keywords: *Service quality, Professionalism, Job Satisfaction, Profit Economic*

1. Introduction

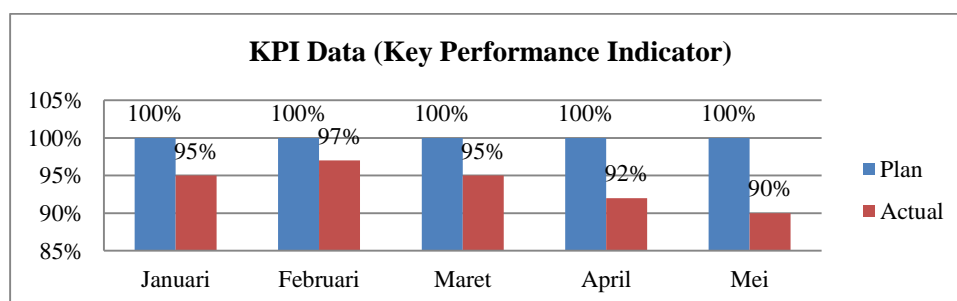
Law Number 32 of 2004 concerning Regional Government requires the creation of efficiency, effectiveness and productivity of the government system in the implementation of development through a well-planned and planned coordination system that requires the role of human resources to be able to implement work discipline in accordance with government regulation number 53 of 2010 concerning work discipline in statutory regulations regulations which have stipulated the obligations that must be obeyed and prohibitions that must not or are prohibited. One element of the administration of government that needs attention in the reform effort is the structuring of the government apparatus which includes the institutional arrangement of the government bureaucracy, the system, and the management of human resource management (Civil Servant). Therefore we need government officials who have the quality and professionalism in carrying out and completing a job.

State Personnel Agency (*Bahasa: Badan Kepegawaian Negara (BKN)*) is a Non-Ministry Indonesian Government Institution whose job is to carry out governmental tasks in the field of state staffing management. Personnel management in question is management such as tasks in

the formation of technical considerations, procurement, transfer between agencies, approval for promotion, retirement, as well as being responsible for the management and development of the Employee Information System. BKN carries out its authority, duties and functions in accordance with those mandated through the applicable laws and regulations by maximizing resources in developing and managing management effectively and efficiently in an effort to realize employees who have integrity, professional, neutral and free from political intervention, clean from the practices of corruption, collusion and nepotism and able to provide public services for the community. (BKN Strategic Plan, 2019)

Wasposito (2013) states that job satisfaction is a positive feeling about work as a result of evaluating its characteristics. Job satisfaction is individual where each individual has a different level of satisfaction. The satisfaction felt by each individual is based on a comparison of what is received directly from the results of his work with what is desired or expected to be appropriate or deserved by his employees. Job satisfaction becomes an interesting and important issue because it has proven to be of great benefit to the interests of individuals, industry and society. National and organisational cultures can affect the degree of success of total quality management implementation and organisational performance (Aziz, 2016)

The results of pre-survey conducted, problems related to work routines within the District of Pesawaran District, many employees feel burdened with the work given due to workload that exceeds the ability of employees so that a lot of work is done overdue / past the specified deadline. The division of labor is uneven and ignores the main tasks of employees when superiors give additional tasks to subordinates. This results in difficulties in achieving goals. This can be seen from the KPPS (Key Performance Indicator) of Personnel and Human Resource Development Agency (Bahasa: Badan Kepegawaian dan Pengembangan Sumber Daya Manusia (BKPSDM)) in Pesawaran District Government as follows :



Source : BKPSDM Pesawaran, 2018

Figure 1.1 Key Performance Indicator BKPSDM Kabupaten Pesawaran

In addition, marital status of civil servants is thought to influence the satisfaction of services felt by BKPSDM service users in the District Government of Pesawaran. The relationship between marital status and job satisfaction is becoming increasingly important. According to Ratih Hurriyati (2015), marriage causes an increase in one's responsibilities. This in turn makes employees who are married see their work more valuable and important, and also determine how their job satisfaction level. The following is the data on the marital status of the Pesawaran Regency Government BKPSDM service:

Table 1. Data on Marriage Status of Civil Servants in BKPSDM Service Government of Pesawaran Regency Government

Gender	Total	Married	Unmarried
Male	2,646	2,175	471
Female	1,958	1,524	434
Total	4,604	3,699	905

Source : BKPSDM Pesawaran, 2018

The phenomenon that occurs in the Pesawaran District Government environment is that the services provided by employees are not as expected. One indication of the low quality of civil servant services is that there are many disciplinary violations committed by civil servants. The obstacle faced by a civil servant in increasing civil servant discipline is the lack of strict sanctions imposed by the authorized official. Data and information on the level of satisfaction of Civil Servant users of BKPSDM services obtained from quantitative and qualitative measurements of Civil Servant opinions in obtaining services from public service providers by comparing their expectations and needs can be seen in Table 1.3.

Table 2. Level of Satisfaction of Civil Servants Users of BKPSDM Services

No.	Dimension	Value per Elementi 2018
1.	Service Requirements	2,73
2.	Systems, Mechanisms and Procedures of	2,64
3.	Service	2,50
4.	Time of Service Completion	2,85
5.	Service Fees / Charges	2,76
6.	Product Specifications Service Type	2,74
7.	Service Implementation Competencies	2,62
8.	Service Actor's Behavior	1,81
9.	Handling Complaints, Suggestions and Input	1,79
	Facilities and Infrastructure Services	
	Total	249

Source : Welfare Division, Data Discipline and Staffing of BKPSDM, 2018.

- a. Service Unit Index Value: Weighted NRR Number per element 2018: 249/100 respondents: 2.49
- b. IKM Value after conversion: Index Value x Basic Value 2018: 2.49 x 25: 62.34 (Not Good)

Professionalism is a mirror of ability (competency), which is having knowledge (knowledge), skills (skills), can do (ability), supported by experience (experience) that might not appear suddenly without going through time (Yesy, 2016). According to Robbins, (2010) said that ability is the ability or potential of a skill that is the result of practice or practice and is used to do something that is realized through action.

Basically, every government apparatus is required to have professionalism in accordance with their duties and positions. Carrying out each field of work in accordance with the tasks and functions of a structurally credible organization is one of the duties and obligations of the position that must be carried out in a mandate and in accordance with existing regulations. Improving the performance of the apparatus is one indicator of the successful implementation of the apparatus human resource development program. (Roza Claudia Sanger, 2013).

Fahmi Rezha et al (2013) state that the quality of service consisting of physical evidence, reliability, responsiveness, assurance, and empathy simultaneously have a significant effect on the satisfaction of people who receive e-KTP recording services. Kartono (2018) states that professionalism and work climate simultaneously and partially have a significant effect on employee satisfaction in this study can be proven or acceptable.

2. Research Method

2.1 Public Services

Large Indonesian Dictionary, service has three meanings, (1) about or how to serve; (2) efforts to serve the needs of others by obtaining rewards or money; (3) facilities provided in connection with the sale and purchase of goods or services, supported by the opinion of Litjan Poltak Sinambela et al. (2011) public service is defined as "the provision of services (serving) the needs of people or communities who have an interest in a particular organization in accordance with the basic rules and procedures that have been established." The principles of public service are reflected in: a. Transparency b. Accountability; C. Conditional; d. Participatory; e. Safety; f. Balance.

2.2 Professionalism

Webster dictionary (1960) describes a job or position that requires in-depth training in both the arts or science and usually prioritizes mental abilities rather than physical abilities, such as teaching, mechanical science, writing. Siagian (2009) states that professionalism is reliability and expertise in carrying out tasks so that they are carried out with high quality, right time, meticulous, and with procedures that are easily understood and followed by customers. Supported by Dwiyanto's opinion (2011) states that professionalism is the understanding or belief that the attitudes and actions of the apparatus in carrying out government and service activities are always based on the knowledge and values of the apparatus profession that prioritizes the public interest.

2.3. Community Satisfaction

Satisfaction is a feeling of pleasure or disappointment someone who appears after comparing the performance of the product with the desired results (Kotler, 2010). Public satisfaction of public organizations is very important because of the relationship of public trust. According to Harbani Pasolong (2010) states that the better governance and quality of services provided, the higher the community trust (high trust). Community trust will be even higher if the community gets good service and feels satisfied with the service.

2.4. Methodology

Quantitative research was used in this study because the data were expressed in numbers and analyzed with statistical techniques. The method in this study used the associative method using at least two variables that are connected. The associative method was a study to find a causal relationship between one independent variable (independent variable), namely Service Quality (X1), Professionalism (X2) to the Satisfaction Level of Civil Servants (Y).

Table 3. Variable Operationalization

Variable	Definition Concept	Operational Indicators	Indicator	Scale
Quality of service (X1)	Quality of service is all service activities carried out by public service providers in an effort to meet the needs of service recipients and the implementation of statutory provisions. Zeithaml and Bitner in Hardiyansyah (2011)	Service quality is the fit between customer (community) expectations of service use and customer (community) perception of the services provided	1. Tangible 2. Reability 3. Responsiviness 4. Assurancce (Guarantee) 5. Empathy (Empathy)	Likert

Professi onalism (X2)	Professionalism is an understanding or belief that the attitudes and actions of the apparatus in carrying out government and service activities are always based on the knowledge and professional values of the apparatus that prioritizes the public interest. Dwiyanto (2011)	Professionalism is the reliability in carrying out tasks so that they are carried out with high quality, right time, careful and with procedures that are easily understood and followed by customers.	<ol style="list-style-type: none"> 1. Professional Competence 2. Personal competence 3. Social Competence 4. Ability to provide humanitarian services 	Likert
Satisfied masya rakat (Y)	Satisfaction is the opinion of the community in obtaining services from the apparatus of public service providers by comparing their hopes and needs. PerMenPan No. 14 of 2017	satisfaction is a dynamic condition related to products, services, people, processes, and the environment that meets or exceeds expectations.	<ol style="list-style-type: none"> 1. Terms of Service 2. Systems, mechanisms and procedures 3. Settlement time 4. Costs / rates 5. Product specifications type of service 6. Implementing Competencies 7. Implementing Behavior 8. Handling complaints, suggestions and input 9. Facilities and infrastructure 	Likert

2.5 Validity test

Validity was a measure to show the levels of validity and validity of an instrument. In testing the validity, the instrument was tested by calculating the correlation coefficient between item scores and their total scores in the significance level of 95% or α of 0.05.

1.6. Reliability Test

Reliability test was knowing as the condition of the measuring instrument or questionnaire with the results of the measuring instrument were consistent and trusted. This study used SPSS 20.0 (Statistical Program and Service Solution) program.

2.7 Multiple Linear Regression Test

This study used more than one variable as an indicator, namely Service Quality (X1), Professionalism (X2), and Level of Satisfaction (Y) using multiple linear regression. The general equation of multiple linear regression was as follows:

$Y1 = a + b1 X1 + b2 X2 + et$	$Y2 = a + b1 X1 + b2 X2 + et$
Y = Level of Satisfaction of Civil Servants Married Woman	Y = Level of Satisfaction of Female Civil Servant Single

Tabel 4. Correlation Test

Married Civil Servants		Unmarried Civil Servants	
Correlation Value (R)	R Square (R2)	Correlation Value (R)	R Square (R2)
0,684	0,468	0,753	0,567

Source: Data processed in 2019

Table 4. showed that the correlation coefficient (R) of married civil servants was 0.684, meaning that the level of relationship between service quality (X1), professionalism (X2) and job satisfaction (Y) were strongly positive. The determinant coefficient R^2 (R Square) of 0.468 meant that job satisfaction (Y) of married civil servants was affected by the quality of service (X1) and professionalism (X2) of 0.468 or 46.8%. Meanwhile, the remaining 53.2% was affected by other factors / variables outside this study.

The value of the correlation coefficient (R) unmarried civil servants of 0.753 which meant the level of relationship between service quality (X1), professionalism (X2) and job satisfaction (Y) was strongly positive. The determinant coefficient R^2 (R Square) of 0.567 meant that job satisfaction (Y) of unmarried civil servants was affected by the quality of service (X1) and professionalism (X2) of 0.567 or 56.7%. Meanwhile, the remaining 43.3% was affected by factors / other variables outside this study.

Tabel 5. Regression Coefficient Test

Married Civil Servant	B	Std.Error
Constanta	16,671	7,792

Quality of Service (X1)	1,577	0,355
Professionalism	-0,414	0,426
Unmarried Civil Servant	B	Std.Error
Constanta	25,089	5,721
Quality of Service (X1)	1,026	0,155
Professionalism (X2)	0,171	0,153

Source: Data processed in 2019

The regression equation was as follows:

$Y_1 = a + b_1X_1 + b_2X_2$	$Y_2 = a + b_1X_1 + b_2X_2$
$Y_1 = 16,671 + 1,577 X_1 - 0,414 X_2$	$Y_2 = 25,089 + 1,026 X_1 + 0,171 X_2$

The regression equation above explained that:

- Constant a of 16,671 stated that job satisfaction of female married civil servants who use BKPSDM services was 16,671 if the quality of service and professionalism was = 0 units.
- The regression coefficient for X1 = 1.577 states that each additional quality of service by one unit was able to add job satisfaction to female married civil servants who use BKPSDM services by 1,577 units.
- The regression coefficient for X2 = -0.414 states that each addition of professionalism by one unit was able to reduce job satisfaction for female married civil servants who use BKPSDM services by 0.414 units.
- A constant of 25.089 stated that job satisfaction on female unmarried civil servants who use the BKPSDM service was 25,089 if the quality of service and professionalism was valued at 0 units.
- The regression coefficient for X1 = 1.026 stated that each increased in service quality by one unit was able to increase job satisfaction for female unmarried civil servants who use BKPSDM services by 1,026 units.
- The regression coefficient for X2 = 0.171 stated that each additional professionalism of one unit was able to increase job satisfaction for female unmarried civil servants who use BKPSDM services by 0.171 units.

3.2. Discussion

T test was used to test the significance between constants and independent variables. Based on the t test data processing obtained data as follows:

Tabel 6. t-Test Results

Married Civil Servant	t_{test}	Significance
Quality of Service (X1)	6,363	0,000
Professionalism (X2)	3,952	0,000
Unmarried Civil Servant	t_{test}	Significance
Quality of Service (X1)	7,742	0,000
Professionalism (X2)	3,059	0,004

Source: Data processed in 2019

Table 6. explained that the service quality variable (X1) for t value was 6.363 and the value of t table with dk ($dk = 50 - 2 = 48$) was 1.679, so t count (6.363) > t table (1.679) and the sig value $0.000 < 0.05$ then H_0 was rejected. It explained that service quality (X1) had a significant effect on the satisfaction of female married civil servants in BKPSDM (Y1) in the Pesawaran District Government.

1) Effect of Professionalism (X2) on Satisfaction of Married Women Civil Servants (Y1)

From table 4.23, it was seen that the professionalism variable (X2) for t value was 3.952 and the value of t table with dk ($dk = 50 - 2 = 48$) was 1.679, so t count (3.952) > t table (1.679) and sig value $0.000 < 0.05$ then H_0 was rejected. It explained that Professionalism (X2) had a significant effect on the satisfaction of female married civil servants in BKPSDM (Y1) in Pesawaran District Government.

2) Effect of Service Quality (X1) on Satisfaction Levels of Civil Servants of Unmarried Women (Y2)

From table 4.23, it was seen that the service quality variable (X1) that the value of t count was 7.742 and the value of t table with dk ($dk = 50 - 2 = 48$) was 1.679, so t count (7.742) > t table (1.679) and sig value $0.000 < 0.05$ then H_0 was rejected. It explained that service quality (X1) has a significant effect on the satisfaction of female unmarried civil servants in BKPSDM (Y2) in the Pesawaran District Government.

3) Effect of Professionalism (X2) on Satisfaction Levels of Civil Servants of Unmarried Women (Y2)

From table 4.23, it was seen that the professionalism variable (X2) that the value of t count was 3.059 and the value of t table with dk ($dk = 50 - 2 = 48$) was 1.679, so t count (3.059) > t table (1.679) and sig value $0.004 < 0.05$ then H_0 was rejected. It explained that Professionalism (X2) had a significant effect on the satisfaction of female unmarried civil servants in BKPSDM (Y2) in Pesawaran District Government.

F Test Results

The F test was a simultaneous test. This simultaneous test was to test the quality of service (X1) and professionalism (X2) on the dependent variable namely job satisfaction (Y).

Tabel 7. F Test Results

Married Civil Servant		Unmarried Civil Servant	
F _{test}	Significance	F _{test}	Significance
20,698	0,000	30,743	0,000

Source: Data processed in 2019

F test was conducted with a confidence level of 95% or alpha 5%. Furthermore, a degree of numerator freedom was $k - 1 = 2$ and the denominator degree of freedom was $n - k = 50 - 3 = 47$, so that an F table of 3.20 was obtained and an F count was 20.698.

Table 7. explained that the calculated F value was $20.698 > F$ table 3.20 and the Sig value < 0.05 was 0.000. it was < 0.05 , then H_0 was rejected and accepted H_a . It explained that Service Quality (X1) and Professionalism (X2) had a significant effect on the Satisfaction of female married civil servants in using BKPSDM services (Y1) in the Pesawaran District Government.

Table 7. explained that the calculated F value was $30.743 > F$ table 3.20 and the Sig value < 0.05 was 0.000. it was < 0.05 , then H_0 was rejected and accepted H_a . It explained that Service Quality (X1) and Professionalism (X2) had a significant effect on the Satisfaction of female unmarried civil servants in using BKPSDM service (Y2) in the Pesawaran District Government.

3. Conclusion

Based on the analysis and discussion, it can be concluded that:

- 1) The level of relationship between Service Quality, Professionalism and Service Satisfaction was a strong positive with a coefficient of determination of 0.468. It meant that 46.8% of the Satisfaction of Female Married Civil Servants in using BKPSDM service users and it was affected between Service Quality and Professionalism. Meanwhile, the remaining 53.2% was affected by other variables not discussed in this study.
- 2) Service Quality and Professionalism simultaneously affected the Satisfaction of Female Married Civil Servants in using BKPSDM service users, with a calculated F value was 20.698. it was greater than the F value in the Table 3.20.
- 3) Partially, the service quality variables affected the Satisfaction of Female Married Civil Servants in using BKPSDM service users in the Pesawaran District Government environment, with a calculated T value was 6.363. It was greater than the T table value of 1.679. Furthermore, the Professionalism affected the Satisfaction of Female Married Civil Servants in using BKPSDM service users with a calculated T value was 3.952. It was greater than the T table value was 1.679.
- 4) The level of relationship between Service Quality, Professionalism and Service Satisfaction was strong positive with a coefficient of determination coefficient of determination of 0.567. It meant that 56.7% of the variable variables in the Satisfaction of Female Unmarried Civil Servants in using BKPSDM service users were affected by Service Quality and Professionalism. Meanwhile, the remaining 43.3% was affected by other variables not discussed in this study.
- 5) Service Quality and Professionalism simultaneously affected the Satisfaction of Female Unmarried Civil Servants in using BKPSDM service users, with a calculated F value was 30.743. It was greater than the F table value was 3.20.

- 6) Partially, service quality variables affected the Satisfaction of Female Unmarried Civil Servants in using BKPSDM service users with a calculated T value of 7.742. It was greater than the T table value of 1.679.

Furthermore, the Professionalism variable affected the Satisfaction of Female Unmarried Civil Servants in using BKPSDM service users with a T-count value of 3.059. It was greater than the T-table value of 1.679.

The level of the Satisfaction of Female Married Civil Servants in using BKPSDM service users were lower than the level of satisfaction of Unmarried Female Civil Servants. The Female Married civil servants were impatient. It seemed also to be in a hurry and behave in a less orderly manner towards the service process that must be undertaken. Female Married Civil Servants wanted BKPSDM employees to be able to handle every complaint quickly and as soon as possible.

The level of satisfaction of Female Unmarried Civil Servants in using BKPSDM service users was higher than the level of satisfaction of Married Female Civil Servants. The Female Married civil servants had behaved in an obedient manner and more patient in conducting management in the service process. Female Unmarried Civil Servants felt happy with the disclosure of information from BKPSDM employees, so they had the satisfaction of employee performance in the service process and they had the economic advantage as female worker.

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