

Human Journals

Short Communication

July 2020 Vol.:16, Issue:1

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ASN Leading Public Service Sector



IJSRM

INTERNATIONAL JOURNAL OF SCIENCE AND RESEARCH METHODOLOGY

An Official Publication of Human Journals



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Submission:

Accepted:

Published:

25 June 2020

01 July 2020

30 July 2020



HUMAN JOURNALS

www.ijsrm.humanjournals.com

Keywords: ASN, Public Service Sector, State Civil Apparatus, ASN HR management practices

ABSTRACT

The Quality of Human Resources of the State Civil Apparatus (ASN) as a leading sector in public services experienced a (mistrust) crisis of trust because the productivity of ASN's performance was low. This happens due to ASN is experiencing a crisis of trust in the public eye at this time, due to limited knowledge, skills and behavioral resources, characterized by performance in agencies or regional apparatus organizations whose quality is declining and productivity performance is low. So efforts to improve the quality of ASN human resources must be made. The implementation of the merit system in the management of the State Civil Apparatus (ASN) can be realized through several aspects. Not only job competency standards but also competency development. The implementation of ASN HR management practices in an integrated manner is supported by effective policy measures, followed by commitments starting from planning, implementation and supported with adequate resources so as to be able to provide good and high-performing public services.

The Quality of Human Resources of the State Civil Apparatus (ASN) as a leading sector in public services experienced a (mistrust) crisis of trust because the productivity of ASN's performance was low. This happens due to ASN is experiencing a crisis of trust in the public eye at this time, due to limited knowledge, skills and behavioral resources, characterized by performance in agencies or regional apparatus organizations whose quality is declining and productivity performance is low. So efforts to improve the quality of ASN human resources must be made. Inviting ASN citizens to be proactive in increasing their competence in facing the development of the global era and (New Normal life) a new survival order in the covid pandemic 19 era. The approach that can be taken by ASN is to expand the network as a competitive advantage in public services. For example, through intensive communication and coordination with cross-stakeholders, equipping themselves with certain requirements is a prerequisite in a certain competency training program for ASN in an institution or department, as well as financially and dare to make decisions by minimizing the smallest risk. This is a challenge for ASN which is also a leading state apparatus in providing services to the public.

In Law Number 5 of 2014 related to the State Civil Apparatus (ASN) is a state employee or employee who is appointed by an authorized official has its own standard mechanisms and rules such as the appointment and appointment flow, promotion, transfer, payroll system, benefits, pensions and the other. Each ASN has three inherent functions, including; policy implementers, public servants, glue and unifying the nation. The function of implementing the policy means that every decision made by the leadership of an organization or regional apparatus must be a staff or employee of the State Civil Apparatus subject to and obediently implement every decision of the leadership. A policy made of course through a policy phase or stages by prioritizing public interest and public effort becomes the main domain so that the interests of public services and overcoming public problems can proceed properly. Good public service must refer to basic service values such as; being friendly, fast, effective, efficient, quality, and high productivity. Furthermore, the function of servants, that every State Civil Apparatus is a public servant, is obliged to serve the interests of the community according to the role of the duties and functions carried out in the agency organizations where ASN works. The services provided to the community must be served in a democratic, fair manner, by positioning the community as citizens or citizens. The services provided to citizens must be transparent, independent, fair, accountable, and the administration system is good and right. Furthermore, the Adhesion and Unifying Nation function that ANS must be a

partner and unifier in diagnosing, analyzing, and resolving every problem that arises in every organization of agencies, regions, regions, and the social life environment of the community wherever ASN is located. The existence of ASN should not be a trigger, defenders of women, hoards of hatred, anarchism and radicalism that can undermine the four pillars of our nationality. Namely the 1945 Constitution, Pancasila Ideology, the Unitary Republic of Indonesia and Unity in Diversity. For this reason, it is very necessary for good management and stakeholder support for ASN in an organizational unit of the central, provincial and city and regency government agencies to be very urgent.

Management is a need to meet and overcome the limitations experienced by every government organization. Republic of Indonesia Government Regulation No. 11 of 2017 concerning ASN management that ASN management is the management of civil servants or state civil apartments to produce civil servants who are professional at work have basic values, professional ethics, are free from political intervention, free from corrupt practices, collusion and nepotism. Furthermore, there are other provisions that must be obeyed such as; preparation and determination of needs, procurement, rank and position, career development, career patterns, promotions, transfers, performance appraisals, payroll and benefits, rewards, discipline, termination, pension and old age benefits, and protection. For this reason, it is expected that there will be a program from the government to improve professionalism for ASN in order to support the productivity of performance in high government agency organizations.

High performance is inseparable from ASN's human resource capacity, ASN's human resource enhancement in the quality and professional content, knowledge and skills possessed by each ASN in order to be able to provide good and high-performing public services such as being friendly, fast, effective, efficient, quality and high productivity. This condition must Efforts in overcoming existing and possible limitations, an agency organization must have good and quality planning. Without having good planning, quality and not giving enough space for public participation, the goals that we aim for will not be achieved to the maximum. In addition to having good quality planning, but must have the ability to organize or share work assignments properly and appropriately to each ASN in accordance with their competencies and experience to create high performance. Every ASN must have the ability and enthusiasm to execute and coordinate with stakeholders of every decision or policy made by the leadership. Furthermore, ASN must be able to carry out monitoring and evaluation to

see the progress of the implementation of a policy that runs within a certain period of time followed by making reports the results of the implementation of a policy that has been implemented. be provided by each ASN as the leading sector in public services in every central and regional government agency organization. Government Regulation (PP) No. 30 of 2019 concerning performance appraisal of the State Civil Apparatus, ASN performance assessment aims to guarantee the objectivity of ASN coaching based on the achievement system and the career system. The assessment is based on performance planning at the individual level and at the unit or organization level, taking into account targets, achievements, results and benefits achieved, as well as ASN behavior. ASN Performance Assessment is based on principles such as. objective. measured. accountable, participatory and transparent. Implemented in an ASN performance management system including: performance planning, implementation, monitoring and performance coaching, performance appraisal, follow-up; by using the ASN performance information system.

The pattern of education and training to increase professionalism for ASN in the organization of government agencies that can be done is on the job training and Off the Job training models. The pattern of training using on the job training is a form of training that can be given to ASN by not leaving the workplace or agency organizations where ASN works. This training can take place at the ASN agency's own organizational office. The condition of the on the job training course certainly has advantages and disadvantages, depending on how ASN manages it. Furthermore, the off the job training is a form of training that can be attended by ASN by leaving the government agency organization or ASN workplace, within a certain time in a particular place, region, region, country. The condition of the training course also has advantages and disadvantages depending on how ASN manages it.

The impact of the education and training obtained by ASN is an increase in the competence of knowledge, skills and attitude or the creation of ASN professionalism in providing good, quality public services that can support high performance productivity at central, provincial, district and city government agencies in the whole region. The unitary state of the Republic of Indonesia. ASN is a human resource that is in the organization of provincial, regency and city central government agencies must be a long-term capital or investment in developing and improving public service competencies.

Furthermore, for professional public services in the future, it must be supported by an ASN Human Resources Development (HRD) Plan (Human Capital Development Plan (HCDP).

Planning for HRD of the State Civil Apparatus (ASN) as capital investment in long-term public services. For this reason, central government agency organizations (OPP), regional government organizations (OPD), provinces, districts and cities, civil society, businesses or NGOs, should collaborate to create a strategic plan document (HCDP).

The experience of a number of government organizations and private companies that collapsed or did not develop properly, even closed because it did not prepare a good plan. Planning in any form of activity, it is very important as a guideline aimed at making the activities of government agencies or private companies organizations take place; friendly, fast, effective, efficient, quality and high productivity.

A number of directors from a variety of companies, ranging from the largest multinational companies to the smallest domestic, admit that Human Resources largely determines their success today and will be very important until we enter the XXI century. According to Bill Gates, an executive manager at a Microsoft company, the most important thing I do is to recruit smart people. while the opinion of "Howard Schultz, executive director of Star Bucks, said another way, namely hire people who are smarter than you and then let them work alone. Furthermore, according to General Electric's executive director, Jack Welch, said, without the right people, the company's strategy would not be implemented.

The Concept of Human Resources (HR) The new paradigm that is HR must be interpreted as capital that HR (Human Capital) is a long-term investment capital or perpetual investment, as a fundament or main pillar supporting the development and development of an area or region.

The implementation of the merit system in the management of the State Civil Apparatus (ASN) can be realized through several aspects. Not only job competency standards but also competency development. The Ministry of Government Apparatus and Bureaucratic Reform (PANRB) already has PANRB Regulation No. 38 of 2017 concerning ASN Position Competency Standards with PP Number 30 of 2019 concerning Performance Assessment of Civil Servants. "Based on these regulations, it becomes the legal basis in preparing the ASN HCDP.

Systemic, integrated and sustainable management of HR is an illustration of organizational commitment in repositioning human resources as strategic capital (Human Capital) for organizational development in building performance, creating quality and productivity into Value Added in accordance with institutional mandates. The implementation of ASN HR

management practices in an integrated manner is supported by effective policy measures, followed by commitments starting from planning, implementation and supported with adequate resources so as to be able to provide good and high-performing public services.

"Greetings BPSDM, ... PRIMA, BPSDM, ... Friendly, NTT ... Awakened ... NTT ... Sejatera ... Indonesia, ... Going forward."

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