

DO PROFESSIONALISM AFFECT MOTIVATION AND EMPLOYEE PERFORMANCE? NEW EVIDENCE FROM PERCEPTION AMONG CIVIL SERVANT IN MAKASSAR CITY**Muhammad Fachmi^{1*}, Zulkifli Sultan², Ali Murdhani Ngandoh³**¹*Sekolah Tinggi Ilmu Ekonomi Amkop, Indonesia*²*Sekolah Tinggi Ilmu Ekonomi Tri Dharma Nusantara, Indonesia*³*Sekolah Tinggi Ilmu Ekonomi Nobel, Indonesia***Corresponding author: muhammadfachmi22@gmail.com*

ABSTRACT

This research was conducted to analyze the importance of professionalism in influencing civil servants' work motivation and performance in Makassar City. It also analyzes the role of work motivation as an intervening variable in seeing the effect of professionalism on employee performance. This research is a survey research using a quantitative research approach. In this study, Respondents were 80 employees who were civil servants in Makassar City, with the sampling technique using random sampling. Researchers used path analysis techniques with AMOS software and Sobel test to see the indirect effect in analyzing the data. The research results prove that the higher the professionalism, the higher the work motivation of civil servants in Makassar City, and the resulting performance will also increase. High work motivation can also improve employee performance. Furthermore, these findings also prove that work motivation plays an important role in mediating the effect of professionalism on civil servants' performance in Makassar City significantly. The implication of this research is that professionalism is an element for improving the performance of civil servants in Makassar City, but this also needs to be supported by high motivation from employees to work. Therefore, the Makassar City government as far as possible provides encouragement to the head of the department to be able to motivate employees to work optimally so that it has an impact on better performance.

Keywords: Professionalism; Work Motivation; Employee Performance; Civil Servants'; Makassar City

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Human resources (HR) have an important role in a company or government agency. With reliable human resources (HR) and supported by solid management, it can be ensured that government agencies will continue to exist. An institution needs to be supported by competent human resources because human resources play an important role in running a business or activity within the agency.

Given the importance of human resources issues, leaders need to foster good relationships with employees in the sense of paying attention to the needs and desires of employees, including providing training to employees. In addition, companies must also pay attention to how to build and motivate employees to work more effectively and

responsibly, so as to achieve the goals set by the company or previous government agencies (Siagian, 2009)

The administration of government can be carried out well, including in the implementation of public services, which require much better hard work by public service providers, in this case, employees. However, the current phenomenon is that employees' performance is still considered low in carrying out their duties and functions, which in turn can have a significant impact on decreasing the quality of public services.

Performance is the result or level of success of a person within a certain period of time in carrying out a task compared to various possibilities, such as work standards, work goals or criteria that have been previously determined and agreed upon in an organization (Rivai, et al., 2011). In this view, it demands that an employee must show maximum performance in accordance with predetermined work standards. For example, there are often services with convoluted procedures, lack of transparency, a slowdown in services, and additional fees besides official fees. The impact is that many people who use government services often face much uncertainty when dealing with the bureaucratic apparatus. This situation shows that there is still a need to improve employees' performance in government agencies that are deemed not in accordance with society's expectations. Therefore, a person's performance in carrying out his function does not stand alone but also depends on several factors, one of which is work motivation.

As in Sutanjar and Saryono (2019) research, work motivation is one of the determining factors in improving employee performance. This means that when employee motivation is higher, the resulting performance will also increase (Pratamiaji, et al., 2019; Syahputra, et al., 2020; Wahyudi, 2020). However, this contrasts with the research conducted by Adha, et al. (2019), who found that work motivation has no significant impact on changes in one's performance. In this case, motivation can have less role (small influence) in improving employee performance (Sinuhaji, 2019). Then, in the research conducted by Noorhayati (2019) that work motivation does not have a significant effect on improving employee performance. There is still a research gap that is an opening for researchers to find out more about the influence of motivation on performance improvement.

On the other hand, employee performance is also influenced by aspects of employee professionalism at work. When a state civil servant (ASN) can show professional behavior at work, this will have a significant impact on the work results (performance) they achieve (Rakhmatullah, et al., 2018; Wibowo & Suseno, 2017). In contrast to research conducted by Fuad and Trisnawati (2015) found that professionalism does not affect performance; this is due to a lack of confidence in the importance of work or due to lack of relationships with colleagues so that it is less able to build professional awareness.

If you look at the dynamics of government organizations in Makassar City, especially in relation to the extent to which civil servants' performance in providing services to the community, in principle, employees are considered to be quite good in showing the performance of public services. However, looking at the phenomena in various research locations shows that there are still differences in research results, especially those related to the influence of professionalism and motivation on employee performance. This is also an attraction for researchers in testing the theory to have positive implications for the Makassar City government to improve the performance of civil servants. In addition, researchers also want to see the role of work motivation as an intervening variable so that it can be an alternative to improve employee performance.

Based on the study above, the researcher will conduct research to analyze the effect of professionalism on civil servants' motivation and performance in Makassar City. This study also aims to analyze the role of motivation as an intervening variable in mediating the influence of professionalism on civil servants' performance in Makassar City.

LITERATURE REVIEW

The importance of the professionalism of the government apparatus is in line with the provisions of Article 3 paragraph (1) of Law no. 43 of 2009 concerning the Professionalism of the Government Apparatus is an amendment to Law Number 8 of 1974 concerning Civil Service Principles which states that: "Civil servants are positioned as elements of the state apparatus whose duty is to provide services to the community in a professional, honest, fair and equitable manner implementation of state, government and development tasks". Professionalism of Civil Servants is that the fulfillment of a match between the abilities of the apparatus and the needs of the duties is a prerequisite for the formation of a professional apparatus. This means that the skills and abilities of the apparatus reflect the direction and goals achieved by an organization. If an organization strives to provide excellent public service, the organization will base its professionalism on the goals it wants to achieve. (Tangkilisan, 2005).

Every employee is also recommended to be able to have a professional attitude at work so that they can optimize their skills, time, energy, knowledge and resources according to the field they are working on, so that they will affect the performance of the employees. According to Siagian (2009) professionalism is the reliability and expertise in carrying out tasks so that it is carried out with high quality, on time, carefully, and with procedures that are easy to understand. There are four characteristics that are considered to represent an attitude of professionalism as follows: (1) high skills based on theoretical and systematic knowledge, (2) provision of services and services that are altruistical meaning that they are more oriented towards public interests than personal interests, (3) the existence of strict supervision of worker behavior through ethical codes that are lived out

in the work socialization process, and (4) a remuneration system (in the form of money, promotions, positions and honor) which is a symbol of work performance (Harefa, 2004).

According to Kurniawan (2005), the term professional applies to all employee officials from the top to the bottom. Professionalism can be defined as a person's ability and skills in doing work according to their respective fields and levels. Professionalism concerns the compatibility between the abilities possessed by the bureaucracy with the needs of the task. Fulfilling a match between abilities and job requirements is one of the conditions for the formation of professional employees. The skills and abilities of the apparatus reflect the direction and goals an organization wants to achieve. A professional is an employee who has the skills, abilities or expertise to do a job well according to their respective fields so as to get recognition or appreciation. A professional employee should also be able to assume and carry out the responsibilities entrusted to him

Employees' professionalism is needed so that because of what employees have provided to the community in the form of more professional public services, it will inspire employees to work better as Badjuri (2009) in his research found that when an employee is committed to working professionally, this will affect his motivation to work.

Tambayong (2018) states that professionalism is "The understanding or belief that the attitudes and actions of the apparatus in carrying out government activities and services are always based on knowledge and professional values of the apparatus which prioritize the public interest". This opinion states that it emphasizes aspects of the actions and attitudes of government officials in the context of providing public services as one of the roles and functions of the government. So it can be said that professionalism is a person's ability and skills in carrying out tasks in accordance with their respective fields and levels in a timely and accurate manner. Professionalism concerns the match between the abilities possessed by the bureaucracy with the needs of the task. This means that the skills and abilities of the apparatus reflect the direction and goals an organization wants to achieve.

Work professionalism can simply mean the realization of a good and optimal task implementation, hitting the goals or objectives of an organization quickly and precisely with the various available resources. Where the objectives of the organization can be in the form of reciprocal communication, maintenance of employee work discipline, applicable regulations, provision of services (service), and trust (trust) from the community. So that a "professional" must integrate within himself the technical skills needed to carry out his job, as well as ethical maturity. Technique alone does not make a person "professional" because the two have to go together.

Employees in a government institution can be said to be professional if they meet several requirements, including (1) skilled, creative, and innovative, which must be able to produce the latest ideas in implementing or formulating a job and being able to respond responsively to the constraints that occur in when carrying out a job; (2) Commitment to

public service, where the realization of hopes to foster professional HR performance, it is necessary that the apparatus must have honesty in carrying out a job, especially regarding the proper rights of the public and are able to accept or care about criticism and suggestions given by outside parties who are this is public; and (3) have responsiveness and accountability, namely fast motion and ready-to-alert in any condition and situation, this is what is said in the category of professional human resource performance, full of alertness and accountability (accountability) and has readiness or very fast response in provide services to people in need and have readiness to face problems that come from outside (society) or those that come from within (apparatus).

Professionalism is a skill that a person combines with his knowledge and skills. High professionalism is required from the state civil apparatus in handling community service, and it is hoped that the work can be carried out effectively. Therefore, when a state civil servant (ASN) is able to show professional behavior at work, this will have a significant impact on the work (Rakhmatullah, et al., 2018; Wibowo & Suseno, 2017).

Motivation is an important variable, in which motivation needs to get great attention for the organization in improving the performance of its employees. Work motivation is the encouragement or enthusiasm that arises in a person or employee to do something or work, due to external stimuli from both the boss and the work environment, as well as the basis for fulfilling needs and feelings of satisfaction, and fulfilling responsibilities for tasks. given and done in the organization. As in his theory, Siagian (2009) states that in organizational life, including working life in organizations, the aspect of work motivation absolutely receives serious attention from leaders who have direct contact with their subordinates at work every day.

In the theory put forward by Mangkunegara (2011) that motivation is a factor that can affect a person's performance, so that an employee will work and carry out his duties and responsibilities properly and optimally when driven by high motivation from the employee concerned. Saputra (2014) said in his research that to be able to increase employee motivation, what needs to be done is to provide fair and decent wages, provide equal opportunities for each employee to advance or promote, guarantee job security, and provide fair treatment. well to every employee. So thus, will produce high motivation for employees.

Work motivation needs to be a concern because it will have an impact on improving employee performance. Silalahi (2004) states that performance is an expression of intervention on skills, competencies and expertise to increase productivity that can be measured and evaluated. This intervention aims to improve skills, abilities and expertise. Performance can also be used to evaluate an organization or company or units and divisions within the company. Nawawi (2001) uses the term performance as a work. The term planned work is the result of doing both physical / physical and non-physical / non-

physical work. In carrying out their duties as described in the job / position description, each worker must be evaluated after a certain period of time.

According to Murty (2012), employee performance is very important in an organization in order to achieve its goals, so that various policies must be carried out by the organization to improve employee performance. One of them is through performance appraisal. Defining job performance appraisal (performance appraisal) is a process through which organizations evaluate or assess employee performance

The role of work motivation is an important aspect because, with motivation in a person, this will encourage individuals to behave for the achievement of a goal (Wibowo, 2014). An employee's performance in an organization is, of course, inseparable from the personality, skills, and motivation of an employee to carry out their duties and jobs. These employees' motivation will be seen in the activities they carry out in carrying out their duties and jobs in the organization. Research by Munir (2017) states that motivation has a significant effect on employee performance at the Regional Financial and Asset Management Agency of Central Sulawesi Province, then Tampi (2014) also found that motivation has a positive and significant effect on employee performance. As in Sutanjar and Saryono (2019) research, work motivation is one of the determining factors in improving employee performance. This means that when employee motivation is higher, the resulting performance will also increase (Pratamiaji, et al., 2019; Syahputra, et al., 2020; Wahyudi, 2020).

METHODS

This research is survey research by taking samples directly from the study population. This type of research is causality research, where causality research focuses more on how to test the relationship between two or more variables (known as causality) so that it can answer hypotheses based on theory (Sekaran, 2006).

This research was conducted in Makassar City, with the population being employees with the status of the State Civil Apparatus (ASN) in government agencies in Makassar City. This is because the number of civil servants is quite large, so determining the sample's size is based on Hair's (2010) view, namely 5 - 10 times the number of parameters estimated in a study. Referring to the number of indicators used, namely as many as 16 indicators (five indicators of professionalism, five indicators of work motivation, six indicators of employee performance), with the minimum criterion of 5×16 , 80 ASN employees are obtained. Furthermore, in determining the sample to be used as a respondent, a random sampling technique was carried out with the respondent's criteria being employees with a service period of more than 2 years.

As for obtaining data related to employee perceptions of professionalism, work motivation, and employee performance, researchers used an instrument in the form of a

questionnaire consisting of several statement items according to each variable's indicators. The questionnaire used is closed and is distributed via a google form.

Furthermore, after the data has been collected, the hypothesis is tested using AMOS software path analysis techniques. This is to make it easier to run data so that it is more effective and efficient in obtaining analysis results. In addition, indirect hypothesis testing, researchers use the Sobel test technique (Sobel test). To determine the criteria for whether the hypothesis is accepted, it is based on a CR value greater than 1.96 and a p-value smaller than 0.05, while the hypothesis is rejected if the CR value is less than 1.96 and the p-value is greater than 0.05 (Santoso, 2018).

RESULTS

The empirical model used in this research is hypothesis testing through path analysis using the AMOS program. Criteria from the hypothesis testing results by looking at the p-value where the p-value is less than 0.05 ($p\text{-value} \leq 0.05$), then the relationship or influence between variables is significant (Ghozali, 2011). Before this model is carried out hypothesis testing, path analysis testing with AMOS requires a model suitability test (goodness of fit model) met the requirements. The goodness of fit test in path analysis with AMOS is carried out by looking at the Goodness of fit model criteria such as the Chi-Square value, probability, GFI, TLI, and CFI (Ferdinand, 2014).

Referring to Table 1, which results from testing the goodness of fit model, it shows that the model is acceptable because it already has or meets the goodness of fit criteria. Thus, the causality hypothesis testing can be done for this final model (Ferdinand, 2014). Furthermore, after the model has met good criteria, the model is used for hypothesis testing.

Table 1. Goodness of Fit Model Test

Goodness of fit Index	Required	Analysis Results	Model Evaluation
Chi-square	Expected Small	4.676	Good
Probability	≥ 0.05	0.197	Good
GFI	≥ 0.90	0.994	Good
TLI	≥ 0.95	0.967	Good
CFI	≥ 0.95	0.995	Good

Source: The results of data processing, 2020

The results of hypothesis testing in the study will explain the direct effect, which means that there is a direct positive influence between the variables, and the indirect effect, which means that there is an indirect positive effect between the variables and the total effect. Namely, the accumulation of direct and indirect effects of each analyzed variable, as presented in Table 2 and Figure 1.

Table 2. Research Hypothesis Testing Results

No	Independent Variable	Variable Intervening Variable	Dependent Variable	Direct Effects	Indirect Effects	Total Effects	C.R	P-Value	Conclusion
1	Professionalism (X)	Work Motivation (Y1)	-	0.386	0.000	0.386	3.717	0.000	Positive and Significant
2	Professionalism (X)	-	Employee Performance (Y2)	0.264	0.000	0.264	2.604	0.009	Positive and Significant
3	-	Work Motivation (Y1)	Employee Performance (Y2)	0.398	0.000	0.398	3.932	0.000	Positive and Significant
4	Professionalism (X)	Work Motivation (Y1)	Employee Performance (Y2)	0.264	0.154	0.418	2.204	0.014	Positive and Significant

Source: The results of data processing, 2020

The results of hypothesis testing in Table 2 and Figure 1 shows that professionalism has a positive and significant relationship with work motivation. This supports Hypothesis 1 ($\beta = 0.386$; C.R = 3.717; $p < 0.05$). This implies that if employees can show a professional attitude at work, for example, by being more responsible, fair in acting, and creative at work, this will tend to increase employee motivation. Furthermore, this study proves that professionalism positively and significantly affects employee performance, supporting Hypothesis 2 ($\beta = 0.264$; C.R = 2.604; $p < 0.05$). This means that high employee professionalism will not only increase motivation but will also encourage employee performance improvement.

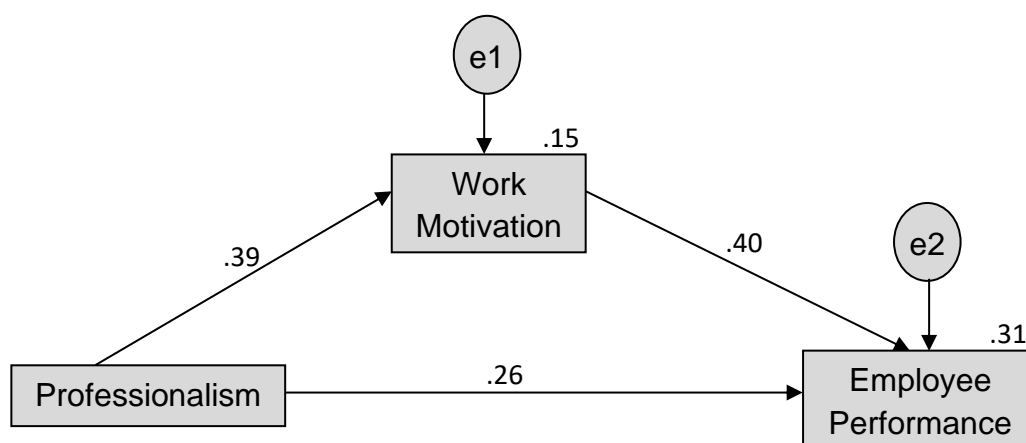


Figure 1. Hypothesis Test Results with Path Analysis

Employees' work motivation was also found to be positively and significantly related to employee performance, supporting Hypothesis 3 ($\beta = 0.398$; C.R = 3.932; $p < 0.05$). This means that if employees can maximize their motivation to work, this will have an impact on improving their performance. Furthermore, the mediating role of work motivation between professionalism and employee performance, which after testing with the Sobel

test has a positive and significant effect, supports Hypothesis 4 that work motivation positively and significantly mediates between professionalism and civil servants' performance in Makassar City. When employees have high professionalism at work, they will tend to be more motivated at work and consequently improve their performance for the better.

DISCUSSION

The research that has been carried out is aimed at investigating the effect of employee professionalism on the motivation and performance of civil servants in Makassar City, as well as exploring the indirect impact (mediating role) of work motivation variables, namely between professionalism and employee performance. As the findings of this study have proven, firstly, employee professionalism is proven to increase civil servants' work motivation in Makassar City. This is an interesting finding because what they have provided to the public in the form of a more professional public service will inspire employees to work better. This finding is in line with Badjuri (2009), who found that when an employee is committed to working professionally, this will affect his motivation to work.

Second, employees who tend to produce good work or are able to show good performance with indicators including quantity of work, quality, timeliness, effectiveness, independence, and commitment to completing work better, this is influenced by civil servants' high professionalism. Civilians in Makassar City. As based on the results of statistical data analysis which proves that the higher the professionalism of employees, the higher the employee's performance. These findings also reinforce previous findings that prove that professionalism significantly affects employee performance (Rakhmatullah, et al., 2018; Wibowo & Suseno, 2017).

Third, high work motivation will also result in higher performance. The findings of this study are not new in the management science literature in general. However, this study is more to confirm existing findings which also prove that when someone's motivation to work tends to be high, this will be accompanied by an increase in performance which is also increasing (Pratamiaji, et al., 2019; Sutanjar & Saryono, 2019; Syahputra, et al., 2020; Wahyudi, 2020).

However, this study further introduces the role of work motivation as a mediating variable. The fourth finding in this study is that work motivation can significantly mediate the influence of professionalism and employee performance. However, employees perceive that the role of work motivation as mediation is weaker than the direct influence of professionalism on employee performance. This means that employee motivation is not strong enough to be a mediating variable in this study. This is because employees consider that professionalism is far more important to be maximized to improve employee performance, especially when providing services to the community. Therefore, these

findings can be an option for ASN in Makassar City to improve their performance, both by increasing their professionalism at work and increasing their work motivation. However, if ASN is able to work more professionally, and is supported by higher work motivation, then this will be much better in the effort to improve the performance of ASN in Makassar City.

CONCLUSION

Based on the research results, it can be concluded that professionalism has a positive and significant effect on work motivation, as well as a significant direct impact on improving employee performance. In addition, work motivation was also found to have a significant effect on improving employee performance. As for the indirect effect mediated by work motivation, it is also proven that professionalism will significantly improve employee performance through work motivation. Thus, civil servants in Makassar City can improve their performance by improving their work professionalism, accompanied by high work motivation.

The research carried out is inseparable from limitations. First, the sample size used is not high enough, so adding the sample does not rule out differences in research results. Second, the researcher determines the sample randomly but within the limits of certain criteria, however this of course will affect the generalization of the findings because the researcher does not specifically determine the sample according to the research objectives, so future research is needed to compare the research findings with different sampling techniques. . Third, this research shows that in Makassar City, the professionalism and work motivation of civil servants has been good, but it needs to be further improved so that the performance shown, especially in public services, is increasing.

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