

The Effect of Professionalism, Work Environment and Training on the Work Productivity of State Civil Services in the City of Surabaya

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Abstract: This thesis research aims to analyze the effect of professionalism, work environment and training on the work productivity of the State Civil Apparatus at the Bulak District Office, Surabaya City. By using quantitative research methods, this study took a number of samples at the Bulak District Office, Surabaya City. The analysis was performed using multiple linear regression test with the IBM Statistical Package for Social Sciences SPSS version 22 program.

The result of this study is that the independent variable of professionalism has the greatest influence on professionalism with a regression coefficient of 0.517, which means if the professionalism variable has increased by 1 point, it will result in an increase in work productivity of 0.517 points, with a sig value. 0.000. That the independent variable of the work environment has an influence on work productivity with a regression coefficient of 0.216, which means that if the working environment conditions increase by 1 point, it will result in an increase in work productivity, by 0.216 points, with a value of sig. 0.034. That the independent variable of education and training has an influence on work productivity. The education and training regression coefficient is 0.227, which means that if the training program increases by 1 point, it will result in an increase in work productivity of 0.227 points, with a value of sig. 0.007.

There is a joint influence between the independent variables of professionalism, work environment and education and training on professionalism with a coefficient of determination of 0.944, an F value of 202.806 and a sig value. 0.000.

Keywords: professionalism, environment, training, productivity

Introduction

The development of services to the community in this era of globalization has shown significant progress, especially in terms of quantity. In the development of services to the community today, must refer to the quality, efficiency and relevance of service delivery to the community in accordance with the development objectives of the quality of human resources required. Therefore, government and community resources as supporting elements for the implementation of services to the community must be increasingly utilized in a right direction towards development goals and appropriate in the provision and development of human resources to fill various development needs of the nation and state in the future. As a formal community service institution that has the duty and responsibility of providing services to the community, namely filling the needs of the community with very diverse levels and types of needs. Because of that, the Bulak District office plays an active role in realizing the ideals of national development in the future by providing the best service to the community.

In order to review the above, it is undeniable that the State Civil Apparatus (ASN) is a very decisive factor in the implementation of services to the community. ASN is required not only to have the ability, professional skills in the field of service delivery to the community, but also to have a good mental attitude. Reflecting on the above conditions related to service quality, the State Civil Apparatus is one of the resources that plays an important role in efforts to support the success of services to the community. Seeing the importance of the role of the State Civil Apparatus in providing services to the community, it is hoped that the State Civil Apparatus will always be able to maintain or even increase its productivity. In order to realize an ideal condition as above, it is necessary to understand the various factors that have an influence, either directly or indirectly, on the work productivity of ASN. The approach that will be tried to be carried out in relation to the work productivity of the State Civil Apparatus is through an approach in terms of professionalism, work environment and training followed by the apparatus.

The approach taken in terms of professionalism is carried out to find out the extent of the level of professionalism of the ASN of the Bulak District Office, Surabaya City. Based on Law Number 5 of 2014 concerning State Civil Apparatus as stated in Chapter 4 Part Three Article 12, ASN employees act as planners, implementers, and supervisors for the implementation of general government tasks and national development

through the implementation of policies and professional public services, free from political intervention, and free from corruption, collusion and nepotism practices. Judging from these regulations that the level of professionalism has a strategic role in an effort to achieve the goals of service to the community at a general level. The professionalism of a State Civil Apparatus is judged by the speed and accuracy in serving the community. As stated by Sedarmayanti (2009) that the professionalism of the apparatus is a pillar that will place the bureaucracy as an effective machine for the government and as a parameter of the apparatus' skills in working well, efficiently and effectively. The level of speed and accuracy, which are the main parameters, is much influenced by the educational background of the State Civil Apparatus, work experience, the level of responsiveness of the State Civil Apparatus in responding to problems that occur and so on. The problem of professionalism can be seen from the large number of State Civil Apparatus who tend to arrive late to the office, as well as the work carried out by existing ASNs that tend to not meet the standard procedures set by the related Bulak District office. In addition to the above, ASN as actors in an organization does not stand alone, where the State Civil Apparatus is a social being that depends on its environment. The environment in the relationship can be in the form of an environment that is physical or non-physical, both of which will greatly affect the work productivity of the ASN. The work environment or work situation provides comfort so as to encourage employee performance. This is the same as what was said by Nitisemito in Nuraini (2013), the work environment is everything that is around employees and can influence in carrying out the tasks that are borne.

From the observations, there are still a number of people who have physical buildings where they work that are no longer suitable or not suitable for use at work. In addition, the external environment, namely the surrounding community and co-workers, is also very influential on the work productivity of these State Civil Apparatuses in serving the community. In addition to the work environment, to improve services to the community, it is also necessary to pay attention to the problem of developing human resources to improve the quality of ASN, so that it is hoped that it will increase the productivity of the organization's work. With the development of human resources, it is hoped that the ASN concerned will have high knowledge about their work. With the increase in capabilities and skills, it is hoped that the productivity of the State Civil Apparatus can increase. This is also stated in Government Regulation Number 101 of 2000 concerning Education and Training for Civil Servant Positions Article 2 paragraph (a) Training aims to increase knowledge, expertise, skills and attitudes to be able to carry out professional duties based on personality and ethics in accordance with agency needs; paragraph (c) strengthen the attitude and spirit of service oriented service, protection and empowerment of the community. Therefore, the use of human resources cannot be separated from their abilities and knowledge. So that they can devote their energies as effectively as possible, ASN must be highly motivated and have high knowledge about their work, which is supported by a good work environment as well.

So far, there is an impression that ASN in the Bulak Subdistrict office, Surabaya City, has not been optimal in their work productivity, so it is necessary to know how the work productivity of ASN at the Bulak Subdistrict office, Surabaya City and what factors influence it. In this case, professionalism, work environment and training are taken as factors that determine the work productivity of the ASN office in Bulak Subdistrict, Surabaya City, because the work productivity of the State Civil Apparatus can also affect the success or failure of the goals of the organization where they work. With increasing professionalism, an adequate work environment and frequent training, the work productivity of the State Civil Apparatus will increase and the State Civil Apparatus will be encouraged to be able to function effectively and optimally, so that it will support the progress of service delivery to the community. Based on the description above, it is clear that the proper development of various aspects within the Bulak District office will result in good organizational work. The success of a State Civil Apparatus also cannot be separated from the work environment and abilities, so that ASN will be motivated to work with their staff to achieve the goals that have been set. Looking at the factors that affect work productivity, of course there are assumptions that can be seen in terms of professionalism, work environment and training. From a professional perspective, it can be seen that in providing services to the community, ASN as the protector of the community does not have a positive impact in maintaining the quality of service from each individual. Then in terms of the work environment in the Bulak District office, observations have not met office standards that provide comfort for cleanliness and beauty which can affect the ASN psychologically. Furthermore, in terms of training from the ASN, many employees are still not nimble, thorough and tenacious in providing services to the community. Some local people have complained about this as well, who consider that the speed in serving the needs of the community still tends to be slow. For this reason, the research in this paper will examine the effect of professionalism, work environment and training on work productivity of the State Civil Apparatus at the Bulak District Office, Surabaya City based on a literature review and the existing conditions at the Bulak District Office, Surabaya City. With the above background, the author conducted a research entitled "The Influence of Professionalism, Work Environment and Training on Work Productivity of State Civil Apparatus in Surabaya City".

Research Method

Types of research

This type of research is quantitative research that is used to examine certain populations or samples. Data analysis is quantitative in nature, namely the certainty of numerical data, calculations, formulas or statistics with the aim of testing the established hypothesis presented by Sugiyono (2009).

This study uses an associative approach which is a study that aims to determine the effect or also the relationship between two or more variables.

a. Independent variable:

- 1) Professionalism (X1)
- 2) Work environment (X2)
- 3) Training (X3)

b. Dependent variable: Work productivity (Y)

Research Population and Sample

1. Population

The population in this study were all ASN in the Bulak District office, Surabaya, with a total of 64 people.

2. Sample

Because the number of State Civil Apparatus at the Bulak Subdistrict Office, Surabaya City is only 64 people, it was decided that all the State Civil Apparatus will be used as research samples. Research that uses the entire population as a research sample, the sampling method is usually called total sampling or also known as census.

Data Analysis Techniques

The analysis stage is carried out by collecting, sorting and processing as well as analyzing various data, both quantitative and qualitative. This study links professionalism, work environment and training to the work productivity of ASN at the Bulak District office, Surabaya City in accordance with the subject matter, research objectives and hypotheses proposed in the study. The data analysis technique used is quantitative analysis, namely data that can be calculated, measured directly or data that is embodied in quantity. To perform a quantitative analysis, it is done by means of inferential analysis, namely to determine the strength of the influence or closeness between variables, namely between professionalism, work environment and training with the work productivity of the ASN office in Bulak District, Surabaya City. Which analysis tool is used Multiple Linear Regression Analysis using the computer program SPSS (Statistical Package for Social Science) version 23.0 to test the collected data. The test results were then concluded for generalization purposes to the population.

Results and Discussion

1. Professionalism (X1)

1) The level of innovation required by the State Civil Apparatus in every job.

From the results of existing research regarding innovation in relation to the work carried out by a State Civil Apparatus, it shows that the majority of State Civil Apparatuses (47.5%) strongly agree about the need for innovation in every job. The number of State Civil Apparatuses who agree in relation to innovation is 17.5% of respondents. There are only 5% of respondents who say they are neutral. Meanwhile, the number of State Civil Apparatuses who expressed their disagreement with the existence of an innovation in the implementation of the work of the State Civil Apparatus were 30.0% of respondents.

2) The spirit of the State Civil Apparatus in carrying out the work.

Existing research on the work spirit of the State Civil Apparatus shows that the number of State Civil Apparatuses who state that the work carried out by the State Civil Apparatus is carried out with enthusiasm and the number of State Civil Apparatuses who state that the implementation of the work carried out by the State Civil Apparatus is not enthusiastic is relatively balanced. Where there are as many as 32.5% of respondents who stated that they carry out the work that is their responsibility with enthusiasm. Likewise, the other 25% of respondents, they also stated things that were not much different, that they agreed that the work they carried out was carried out with enthusiasm. Only 5% of respondents stated that they strongly disagreed, which means they also stated that the work was carried out less or less enthusiastically. And this is also stated the same by 27.5% of respondents where they disagree. And the remaining 10% of respondents said they were neutral on this condition.

3) The level of reliability of the State Civil Apparatus in solving all problems.

The results of existing research regarding the level of reliability of a State Civil Apparatus in solving problems that arise in the environment indicate that the majority of State Civil Apparatuses consider that they are not reliable in solving all the problems that exist in . This is indicated by the number of respondents, where as many as 50% of respondents stated disagree and 40% of respondents stated strongly disagree. This means that 90% of respondents disagree with the reliability of the State Civil Apparatus in solving problems that arise within their capabilities. Only 2.5% of respondents stated strongly agree that they have reliability in solving problems. 2.5% of respondents also stated that it was not much different, they agreed that the State Civil Apparatus of the Kenjeran District Office, Surabaya City had the ability to solve problems that arise. And the remaining 5% of respondents stated neutral on this condition.

4) The level of completion of work that has become the responsibility of the State Civil Apparatus.

From the results of existing research regarding the ability of a State Civil Apparatus at the Kenjeran District Office, Surabaya City in completing all of its responsibilities, it shows that the majority of respondents, 52.5% of respondents disagreed, and 37.5% of respondents strongly disagreed. This means that the head concerned is not able to complete his/her responsibilities properly, in terms of time effectiveness and resource efficiency. Only 2.5% of respondents stated that they strongly agreed, that they stated that they were able to complete the work that was their responsibility. And those who stated that they were neutral were 7.5% of the respondents.

5) The level of conformity between work responsibilities and work procedures.

The results of existing research regarding the suitability between responsibilities and work procedures show that the majority of respondents strongly disagree (37.5%). This means that they state that there is no match between the responsibilities they have and the work procedures they should be doing. The opinion of 37.5% of respondents was supported by 17.5% of respondents who stated that they did not agree on the suitability of the responsibilities they have with the work procedures they should carry out. The number of respondents who declared themselves neutral was quite large, reaching 22.5% of respondents. Only 10% of respondents stated that they strongly agree, which means they state that there is a match between the responsibilities they have and the work procedures they carry out. And the remaining 12.5% of respondents also stated that it was not much different, that they agreed.

2. Work Environment (X2)

1) Existing level of cleanliness.

The results of existing research regarding the level of cleanliness in the State Civil Apparatus, Kenjeran District Office, Surabaya City, showed that 37.5% of respondents stated strongly agree and 27.5% of respondents agreed, and the number of these two constituted the majority of respondents' answers. This implies that the level of cleanliness in the working environment of the State Civil Apparatus is already good. Only 5% of respondents stated that they were neutral on the existing level of cleanliness. Another 12.5% of respondents stated strongly disagree and 17.5% of respondents said they did not agree. This means that the level of cleanliness in the working environment of the State Civil Apparatus is not in a good condition so that it needs to be rearranged in order to create a comfortable environment to work.

2). Circulation conditions (air exchange) in the building.

Existing research regarding the condition of circulation (air exchange) in the building shows that the majority of respondents with a total of 37.5% of respondents stated strongly agree. And 17.5% of respondents agreed. This means that the exchange conditions in the office are still running well. So the existing ventilation in general does not experience significant problems. While the number of respondents who stated otherwise there were as many as 35% of respondents with each 15% of respondents disagreeing and 20% of respondents strongly disagreeing. This means that they assess the condition of the existing air circulation is less or not going well. And the remaining 10% of respondents said they were neutral on the condition of air circulation in the building.

3) Security level.

The results of existing research regarding the level of security in the Kenjeran District Office, Surabaya City indicate that the majority of respondents disagreed with the number of respondents 32.5% of respondents, and this number of respondents was supported by another 30% of respondents who agreed. This means that the general security conditions in the Kenjeran District Office, Surabaya City are less or not good. Only 5% of respondents agreed that the existing security conditions in the environment were running well. Another 10% of

respondents also strongly agree that the existing security is well maintained. Meanwhile, the number of respondents who stated that they were neutral was quite large with 22.5% of respondents.

4) The level of noise in the environment.

The results of research on the noise level in the work environment of the State Civil Apparatus, in this case the Kenjeran District Office, Surabaya City, showed that the majority of respondents (47.5%) stated that they did not agree with the noise conditions in the environment. This means that the noise level in their environment is already at a disturbing level. This is supported by statements from another 32.5% of respondents who stated that they strongly disagreed with the existing noise conditions. Only 5% of respondents stated strongly agree and 5% of respondents agreed with the existing noise conditions. This sense of strongly agree and agree means that the noise level in the environment is not at a disturbing stage for their activities. While the remaining 10% of respondents stated that they were neutral on the noise conditions in the environment.

5) State of lighting

The results of existing research regarding the state of lighting in the Kenjeran District Office, Surabaya City indicate that the majority (42.5%) of respondents stated that they did not agree with the existing lighting conditions. Which means that they state that the existing lighting is still not good enough to support optimal work results. The same thing was also stated by 17.5% of respondents who stated that they strongly disagreed about the lighting conditions in the workplace. Meanwhile, the number of respondents who stated that they strongly agreed and agreed that the lighting conditions in the workplace were good were equal to 7.5% of each respondent. And those who declared themselves neutral on the lighting conditions were quite large in number with 25% of respondents.

3. Training (X3)

1) The opportunity for the State Civil Apparatus to develop themselves.

Existing research on the opportunities that State Civil Apparatuses have in developing themselves shows that the majority of respondents strongly agree (50%) that State Civil Apparatuses are given the opportunity to develop themselves. And this number of respondents is supported by another 15% of respondents who stated that they agreed to provide opportunities for State Civil Apparatus to develop themselves. The number of respondents who stated that they did not agree was 17.5% of respondents and this number was the same as the number of respondents who stated that they were neutral, namely 17.5% of respondents.

2) Opportunities owned by State Civil Apparatus to improve skills for efficiency and effectiveness of implementation.

The results of existing research regarding the opportunities possessed by a State Civil Apparatus to improve skills for efficiency and effectiveness of the implementation show that the majority of respondents (40.0%) in this case the State Civil Apparatus of the Kenjeran District Office, Surabaya City, strongly agree on the need to provide opportunities for the State Civil Apparatus to improve skills for efficiency and effectiveness of implementation. 15.0% of the other respondents agreed with this condition. Only 7.5% of respondents stated that they strongly disagreed, which means that they stated that there was no need for a State Civil Apparatus to be given the opportunity to improve skills for efficiency and effectiveness. The number of 7.5% of respondents is supported by another 20.0% of respondents who disagree. While the remaining 17.5% of respondents stated that they were neutral on the need to provide opportunities for State Civil Apparatus to improve their skills.

3) The training method provided.

The results of the research conducted on the State Civil Apparatus of the Kenjeran District Office, Surabaya City showed that the majority of respondents (32.5%) stated that they did not agree with the accuracy of the training method provided. 20.0% of respondents also stated that it was not much different, they stated that they strongly disagreed with the training method provided. The number of respondents who stated they strongly agreed was only 12.5% of respondents, and this is the smallest number when compared to the answers of other respondents. The number of respondents who stated that they agreed and who stated that they were neutral was equal to 17.5% of the respondents.

4) Time available for training.

The results of existing research regarding the time available for training with the object of the State Civil Apparatus Office of the Kenjeran District Office, Surabaya City indicate that the majority of respondents strongly disagree and disagree that the existing training time is considered inappropriate, with each number of respondents who answered yes. as many as 37.5% of respondents. Only 5.0% of respondents stated that they

strongly agreed that the training time was right. And the number of 5% of respondents is supported by 7.5% of other respondents, where they stated that they agreed that the training time provided was right. And the remaining 12.5% of respondents said they were neutral.

5) Benefits derived from the training program.

From the results of existing research regarding the benefits obtained by the existence of the education and training program, it shows that the majority of respondents stated that they strongly disagreed with a total of 37.5% of respondents. This means that they consider that the training itself does not provide significant benefits for the participants. And this is supported by another 35% of respondents who disagree. Only 5% of respondents stated that they strongly agreed that the training participants benefited after they participated in the training program. And this was also agreed by 5% of other respondents who agreed about the benefits of education and training. The remaining number of respondents, namely 17.5% of respondents stated neutral.

4. Work Productivity (Y)

1) Efforts to improve the quality of work by the State Civil Apparatus.

The results of existing research regarding efforts to improve the quality of work of State Civil Apparatus in carrying out their duties in accordance with orders from superiors indicate that the majority of respondents (60%) strongly agree and 20% agree. This means that 80% of the respondents are able to improve the quality of work. Only 15% of respondents stated otherwise, where each 10% of respondents disagreed and 5% of respondents strongly disagreed. These 15% of respondents stated that they did not or did not improve the quality of work of the State Civil Apparatus. While the remaining 5% of respondents said they were neutral on this condition.

2) The level of discipline of the State Civil Apparatus.

From the results of existing research regarding the level of discipline of the State Civil Apparatus, it shows that the majority of respondents (45%) strongly agree, 17.5% of respondents agree. This means that they are of the opinion that the State Civil Apparatus has a high level of discipline. Only 5% of respondents stated strongly disagree, and this is supported by another 20% of respondents. This means that they state that the existing State Civil Apparatus is not able to carry out high work discipline. And the remaining 12.5% of respondents said they were neutral on the disciplinary conditions of the State Civil Apparatus.

3) The level of work of the State Civil Apparatus.

The results of existing research regarding the level of work of the State Civil Apparatus indicate that the State Civil Apparatus of the Kenjeran District Office, Surabaya City has a fairly good work performance. At least this is stated by 37.5% of respondents who agree, and 15% of respondents who strongly agree with the level of work of the State Civil Apparatus. While the number of respondents who stated the opposite, namely those who said they did not agree there were as many as 25% of respondents, and those who stated strongly disagreed were as many as 10% of respondents. This means that the level of work of the State Civil Apparatus is considered unfavorable by 35% of the respondents. Meanwhile, there were 12.5% respondents who stated that they were neutral.

4) The level of ability and mastery of the work of the State Civil Apparatus.

The results of existing research regarding the level of ability and work mastery of the State Civil Apparatus of the Kenjeran District Office, Surabaya City, show that it is still lacking. This is indicated by the percentage of respondents who said they did not agree there were as many as 50% of respondents, and 25% of respondents who said they strongly disagreed. This means that they assess the lack of ability and mastery of the work of the State Civil Apparatus, Kenjeran District Office, Surabaya City. Only 7.5% of respondents stated strongly agree that the ability and mastery of the work of the State Civil Apparatus of the Kenjeran District Office, Surabaya City has been going well. And this is also supported by 7.% of other respondents who agreed. While the remaining 10% of respondents stated neutral.

5) The level of initiative of the State Civil Apparatus for its work.

From the results of existing research regarding the level of initiative of the State Civil Apparatus in completing the work they are responsible for, it shows that the majority of respondents (52.5%) disagreed, and 22.5% of respondents strongly disagreed. This means that the State Civil Apparatus of the Kenjeran District Office, Surabaya City, lacks or does not have the initiative in completing its work. Only 2.5% of respondents stated that they strongly agree that the State Civil Apparatus has the initiative in completing the work.

Meanwhile, the number of respondents who strongly agree is supported by another 10% of respondents who agree. While the remaining 12.5% of respondents said they were neutral.

Discussion of analysis results

This study aims to determine how the conditions of work productivity of the State Civil Apparatus Kenjeran District Office Surabaya City Research on the work productivity of the State Civil Apparatus Kenjeran District Office Surabaya is carried out through an approach in terms of professionalism in the State Civil Apparatus, the work environment around the Apparatus State Civil and training programs that have been followed by State Civil Apparatus. From the results of existing research, it was found that there were several problems in all the independent variables of the study. In the professionalism variable, it was found that the State Civil Apparatus of the Kenjeran District Office, Surabaya City assessed the reliability (for example: organizational ability) needed for a State Civil Apparatus to solve all problems that arise within the area of authority of the State Civil Apparatus concerned. Lack of understanding about the lack of reliability for a State Civil Apparatus has an impact on the quality of service to the community. The lack of reliability of the State Civil Apparatus as a result of a low understanding of the reliability that must be possessed by a State Civil Apparatus will result in the accumulation of existing problems, and the quality of the results of problem solving also has low quality. The low understanding of the level of reliability that must be possessed by a State Civil Apparatus on a wider scale will have an impact on the quality of the results of its services to the community. It is feared that the low level of reliability will ignore the purpose of their work to provide the best service to the community as a form of partisanship of the bureaucracy to the community.

In addition to the problem of the level of reliability that a State Civil Apparatus must have, in the professionalism variable, it is also found that on average the State Civil Apparatus of the Kenjeran District Office, Surabaya City is less or unable to complete the work and tasks that have become their responsibilities on time. It is feared that the timeliness of solving a problem related to the world of service to the community will also slow down the process of creating quality students. That a State Civil Apparatus has the duty to lead an institution or institution whose main task is to provide a service to the community. A State Civil Apparatus is given a certain period or time span to be able to complete his work. It is the duty and duty of a State Civil Apparatus to be able to organize and cooperate with other State Civil Apparatuses so that the implementation of these services can be carried out properly. The implementation of the service method to the community is expected so that all people who come to the Kenjeran District Office can be served effectively and efficiently.

So it can be said that the inability of a State Civil Apparatus to be able to complete the tasks and work that has become his responsibility is feared to have an impact on the delay in service time to the community. Then in other research variables, namely in the work environment, it was also found that there were problems at the level of safety and noise level. It is realized or not that Surabaya as a big city has a lot of problems, ranging from the problem of flooding that has never been solved, the level of cleanliness that exists, the proliferation of street vendors, crime, the people of Surabaya City in general cannot avoid problems that arise as a result of the magnitude of the problem. the number of residents in the city of Surabaya, including in terms of security. The large number of crimes that we can follow all day in the print media has caused deep concern from parents for the safety of their children. That the security issues that exist in the city of Surabaya, especially those around the environment, are not solely the responsibility of a State Civil Apparatus or the responsibility of the police alone. But it is everyone's responsibility. The community must be able to come together to prevent crime or criminal acts so that the effects of crime do not become greater. Because if this crime is allowed to drag on. In addition to security issues that exist in the environment, there is another problem of noise level which is felt to interfere with the work of the State Civil Apparatus. It is undeniable that Surabaya is a city with a large number of vehicles passing by. The large number of vehicles passing by on the road causes a fairly high noise and has entered the level of disturbing work. With a high enough noise level, the concentration level of work will also be reduced. This noise problem is unavoidable given the large number of vehicles

The second problem that arises in connection with the education and training is the benefits of the training. From the results of research with the population of the State Civil Apparatus of the Kenjeran District Office, Surabaya City, it shows that the benefits obtained in connection with the training are still lacking. The lack of benefits obtained by the State Civil Apparatus can be caused by several of them, the methods used in the education and training are considered inappropriate, then the timing of the training is not appropriate due to conflict with the work of part or all of the State Civil Apparatus in financial management, the training materials provided are not in accordance with problems that are now faced by the State Civil Apparatus. The inability of education and training to provide benefits for training participants indicates a lack of understanding of the State Civil Apparatus at the Kenjeran District Office regarding the objectives of the training itself, how to implement it so that it is right on target, and what methods and materials should be provided. The lack of understanding of the Kenjeran District Office as the executor of education and training is caused by the inability of the Kenjeran

District Office to find, explore an existing problem in connection with the less than optimal work productivity of the State Civil Apparatus in financial management. The inability to understand productivity problems leads to inaccuracies in the provision of training materials and methods. This inability can be caused by the lack of communication built between the Kenjeran District Office and the State Civil Apparatus. Or it could be that the Kenjeran District Office itself does not want to accept input from the State Civil Apparatus of the Kenjeran District Office, Surabaya City.

Theoretical Implications

From the analysis and findings of this research, theoretical findings are obtained, namely the professionalism of the State Civil Apparatus, the work environment and education and training have a significant effect on work productivity. This theoretical finding is expected to be useful for increasing the knowledge base, especially in the field of human resources to improve the productivity of the State Civil Apparatus.

Practical Implications

From the results of the analysis of this research, practical results are obtained that if a leader wants to increase the work productivity of the State Civil Apparatus in his place of work, it is also necessary to increase the professionalism of the State Civil Apparatus, the work environment and training for the State Civil Apparatus to increase their work productivity.

Conclusion

The conclusions that can be obtained from the results of the study are as follows:

- a. That the independent variable of professionalism has the greatest influence on professionalism with a regression coefficient of 0.517, which means that if the variable of professionalism has increased by 1 point, it will result in an increase in work productivity of 0.517 points, with a sig value. 0.000.
- b. That the independent variable of the work environment has an influence on work productivity with a regression coefficient of 0.216, which means that if the working environment conditions increase by 1 point, it will result in an increase in work productivity, by 0.216 points, with a value of sig. 0.034.
- c. That the independent variable of education and training has an influence on work productivity. The education and training regression coefficient is 0.227, which means that if the training program increases by 1 point, it will result in an increase in work productivity of 0.227 points, with a value of sig. 0.007.
- d. That there is a joint influence between the independent variables of professionalism, work environment and education and training on professionalism with a determination coefficient of 0.944, a calculated F value of 202.806 and a sig value. 0.000.

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