

The Influence of Communication Climate and Professionalism on Coordination and Its Implications for the Effectiveness of the Central Statistics Agency (BPS) of Districts/Cities throughout Greater Bandung

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Abstract

This research aims to analyze the influence of the communication climate and professionalism on coordination in the Central Statistics Agency (BPS) of districts/cities throughout Greater Bandung and its implications for the effectiveness of these institutions. The research method used is a quantitative approach with descriptive methods. The results of this research show that partially, the communication climate which includes factors such as trust, participation in decision making, honesty, openness and listening, has a positive influence on coordination in BPS districts/cities throughout Greater Bandung. Likewise, professionalism, which consists of aspects such as expertise, independence, responsibility, harmony, professional appearance, ethics, and good relations with other parties, also contributes positively to coordination. Furthermore, partial coordination also has a significant effect on the organizational effectiveness of Regency/City BPS throughout Greater Bandung. Simultaneously, the communication climate and professionalism, through coordination as an intermediary variable, have a large and significant impact on the effectiveness of BPS districts/cities throughout Greater Bandung. These findings highlight the importance of creating a conducive communication climate and increasing the level of professionalism to improve coordination, which in turn will increase the effectiveness of the institution.

Keywords: *Communication Climate, Professionalism, Coordination, Effectiveness, BPS Districts/Cities Throughout Greater Bandung*

Introduction

In current decision making, the use of data is not considered important. The non-use of data shows that the use of data is not considered important. Some decision makers have insufficient knowledge and low interest in data and fact-based policies (evidence-based / evidence-informed policy) (Mukatamar et al, 2023). Not using data or using data is considered to have no significant consequences for both data producers (producers) and data users (consumers). The impact of this action is fatal for development planning and public policy (Sholichah, 2016). One indication of why data is not considered important is the low level of support and commitment in several Ministries/Institutions/Agencies for improving data integrity and the use of quality data in assessing development stages, from planning to monitoring and evaluation (Sirait, 2016).

In district /city level planning , small area data is needed to make decisions. Ministry/Institution/Agency programs in creating programs are based on comprehensive national level data sourced from BPS (Nurjanah & Buchori, 2012). However, implementation in the field is handed over to regional government agencies. Without small area data, local governments have difficulty implementing the program. The establishment of BPS did not escape the need for data for development. The central BPS has been effective in providing data for central level government programs but when implementing programs at the district/city level there are obstacles due to the absence of data. Meanwhile, the data in the central BPS comes from the results of surveys carried out in districts/cities (Indonesia, 2018)

One of the aims of eliminating structural echelon 3 and echelon 4 is to increase the effectiveness of Central Statistics Agency employees. The Central Statistics Agency (BPS) as data supervisor at both the central and regional levels is responsible for the quantity and quality of data (Rahman & Supriadi, 2023). Success Understanding effectiveness states that an individual has succeeded in obtaining and utilizing existing resources in their environment by achieving the goals and objectives they wish to achieve. It can be said that the employee has effectively carried out their duties (Masyita, 2016). Gibson (1996) suggests that effectiveness means different things to different people, whether this is theoretical or practical. The differences in meaning reflect an adherence to an objective approach, a systems theory approach or a multi-constituency approach.

With the abolition of structural positions (Presidential Decree No. 50 of 2022) at echelon 3 and below at the Central Statistics Agency, the role of coordination will become increasingly important and necessary. According to George Robert Terry (2008), coordination is a synchronous and orderly effort to provide the right amount and time by utilizing energy, time and directing activities to produce uniform and harmonious action on predetermined targets. Coordination is the best alignment of work within time limits and clear instructions so as to produce uniform and harmonious actions in achieving goals (Septiani, 2018). Coordination is the process of unifying the goals and activities of separate units (sections or functional areas) of an organization to achieve organizational goals efficiently". This coordination function is very important, especially if the organization has to run as a system, as a unified whole of parts (sub systems) that are interconnected, mutually supporting and interdependent (Salamah & Rustiana, 2017).

Based on the understanding above, regional officials must have professionalism to be able to carry out their duties in a quality manner accompanied by good coordination (Palyama et al, 2023) . To obtain accurate, up-to-date, integrated and well-coordinated data requires professional apparatus, having a high work ethic, competitive advantage and the ability to carry out their duties. To meet these demands, employees must work optimally with their abilities. Thus, employees are required to work professionally (Langgeng & Wilasari, 2023). According to Widiyastuti & Pamudji (2009), someone who is classified as a professional, which means having or being considered to have expertise, will carry out activities (work) including public services by using their expertise so as to produce public services of better quality, faster processing, perhaps more varied, especially accompanied by a high level of motivation, all of which brings satisfaction to community members (Sirajuddin, 2016).

A true professional, matters of money, wealth, position and position are not the main goal. Even though they have the right to receive compensation for their services, this reward is more an expression of the community's respect and appreciation for their attitudes and behavior which have high ethical, moral and humanitarian values (Sukmajadi, 2019). The traits possessed or characteristics inherent in him are very different from those inherent in most people. A professional does not work to pursue a salary, and is considered worthy of earning an income because of the skills he possesses (Hamirul et al., 2018). A professional career must be related to skills to solve certain problems. What is needed from a professional is actual, comprehensive, sustainable ideas. A professional is expected to be able to produce products that are real and can be applied and enjoyed by members of the community (Podungge & Aneta, 2020).

Community complaints and demands are both challenges and opportunities for the apparatus in carrying out its functions, both now and in the future (Basuki, 2021). In this regard, increasing the professionalism of the apparatus to be able to work productively and be responsive to the demands of the community who require maximum service quality needs to be implemented on an ongoing basis (Agusta & Jaya, 2017). The provision of public services by government officials to the community is a manifestation of the function of state officials as public servants and as state servants. With the rapid progress of information technology which has an impact on people's living environment, the demand for fulfilling various community needs is increasing, one way to do this is through increasing professionalism (Akmul, 2019) .

The problem of not yet optimal organizational effectiveness is caused by weak coordination , not yet creating a conducive communication climate and low professionalism related to the main tasks and functions between sections within the Agency. District/City Statistics Center for Greater Bandung . To increase the effectiveness of the District/City Central Statistics Agency throughout Greater Bandung , it is necessary to know how much influence the variables of communication climate, professionalism and coordination have on effectiveness. Based on the problem formulation above, researchers are interested in further researching the relationship between communication climate, professionalism, coordination and effectiveness at the Regency/City Central Statistics Agency throughout Greater Bandung.

Research Method

The research method used by researchers in this research is descriptive analysis with a quantitative approach. According to Sugiyono (2011), this method is: "A method that describes a situation that was taking place at the time the research was carried out, and how it is related." The specified data is analyzed and compared with existing theories and existing problems to draw conclusions. The research variables are Communication Climate as the independent variable (X1) , Professionalism as the independent variable (X2) and Coordination as the Intermediate variable (Y) and employee effectiveness as the dependent variable (Z). The research population is all civil servants at BPS District. Bandung as many as 36 , BPS City. Bandung as many as 46, BPS Cimahi city as many as 23, and BPS Kab. West Bandung as many as 30 with a total of 135 people. Data collection was carried out in the form of a questionnaire by distributing a written list of questions to employees at the Central Bureau of Statistics for districts/cities throughout Greater Bandung, meaning alternative answers were provided in the form of a Likert scale. Next, to analyze the data from respondents obtained through questionnaires , statistical analysis was used. Analysis in processing the data used a structural

equation model (SEM). namely looking at the magnitude of the influence of communication climate, professionalism on coordination variables and their implications for effectiveness in BPS agencies in the Greater Bandung Region.

Results

Structural Equation Model Analysis

To see whether there is a significant influence of the communication climate and professionalism variables on the communication climate and its implications for effectiveness, an analysis technique called the Structural Equation Model (SEM) can be used.

Fashion Compliance Test

In this discussion there are three constructs, namely the variables Communication Climate and Professionalism which are used as exogenous latent variables, Communication Climate as an intermediary variable, while Coordination is used as an endogenous latent variable. Based on the structural model, evaluate the data. This data evaluation is carried out to find out whether the data to be analyzed using the structured model meets the specified requirements or not. In a structured model, parameter estimates produced through SEM analysis are expected to be the best estimates, namely to have unbiased properties and minimum variance.

Normality Check

Checking the normality of the data can be seen from the form of distribution, namely Skewness, Kurtosis and simultaneous Skewness and Kurtosis. The results of these three measurements based on Lisrel 8.8 calculations are briefly displayed as follows:

Table 1. Skewness and kurtosis

Test of Univariate Normality for Continuous Variables						
Variable	Skewness		Kurtosis		Skewness and Kurtosis	
	Z-Score	P-Value	Z-Score	P-Value	Chi-Square	P-Value
IKOM	-1.281	0.200	-0.904	0.366	2.459	0.292
PROF	-0.837	0.403	-1.175	0.240	2.082	0.353
KORD	-0.982	0.326	-1.165	0.244	2.321	0.313
EFEK	-1.128	0.259	-1.290	0.197	2.935	0.230

Source: Prepared by the author (2024)

Based on the results of his calculations the data was normal/both partially and simultaneously with a P-value >0.05. So it can be concluded that the data analyzed using SEM has a normal distribution.

Outlier Check

Evaluation of the presence of outliers or outliers in univariate data can be seen from the magnitude of the Z score value of each indicator. Data is said to have outliers if the z score value is above ± 3 .

Table 2. Summary of Z Score Values for Research Data Indicators

Test of Univariate Normality for Continuous Variables						
Variable	Skewness		Kurtosis		Skewness and Kurtosis	
	Z-Score	P-Value	Z-Score	P-Value	Chi-Square	P-Value
x1.1	-0.713	0.476	-1.190	0.234	1.926	0.382
x1.2	-0.288	0.773	-0.302	0.762	0.174	0.917
x1.3	-0.231	0.817	0.108	0.914	0.065	0.968
x1.4	-0.099	0.921	0.115	0.908	0.023	0.989
x1.5	-0.700	0.484	-0.124	0.902	0.505	0.777
x2.1	-0.183	0.855	-0.471	0.638	0.255	0.880
x2.2	-0.126	0.900	-0.523	0.601	0.289	0.865
x2.3	0.277	0.782	-1.186	0.236	1.484	0.476
x2.4	-0.450	0.653	-0.597	0.550	0.559	0.756
x2.5	0.145	0.885	-0.582	0.561	0.359	0.836
x2.6	-0.717	0.474	-2.999	0.002	3.117	0.006
y1	-0.402	0.688	-0.534	0.594	0.446	0.800
y2	-0.182	0.855	-0.448	0.654	0.234	0.890
y3	0.075	0.941	-0.012	0.990	0.006	0.997
y4	-0.374	0.709	-0.183	0.855	0.173	0.917
y5	-0.274	0.784	-0.127	0.899	0.091	0.955
y6	-0.201	0.841	0.291	0.771	0.125	0.939
y7	-0.317	0.752	-0.436	0.663	0.290	0.865
z1	-0.228	0.820	0.658	0.511	0.484	0.785
z2	-0.657	0.511	-1.072	0.284	1.580	0.454
z3	-0.576	0.565	-0.073	0.942	0.337	0.845
z4	-0.364	0.716	-0.768	0.442	0.723	0.697
z5	-0.255	0.799	-0.064	0.949	0.069	0.966
z6	-0.366	0.714	-0.702	0.483	0.626	0.731

Source: Prepared by the author (2024)

Based on table 2, it can be seen that the Z score value for the 20 indicators to be analyzed is very diverse, with the smallest (negative) value being the X1_3 indicator of -2.999, while the largest (positive) is the X1-4 indicator of 0.658. Thus the Z score value for all indicators is still in the range between -3 to 3, so it can be concluded that the data does not have any outliers or outliers, so it can be used for further analysis.

Multicollinearity and singularity checks

Examination of the presence of multicollinearity and singularity in SEM analysis can be seen from the determinant value of the covariance matrix. Determinants of the sample covariance matrix that are small or close to zero indicate the presence of multicollinearity and singularity. From the calculation results, the determinant value of mat is obtained. The covariance risk is 2.134e-014. The value is very small, so it can be concluded that the data analyzed shows that there is no multicollinearity and singularity, so the data can be used for research.

In SEM analysis, the next stage after testing the dimensionality of the variables, checking normality, outliers, multicollinearity and singularity is to form a structural model expressed in a theoretical model, namely to carry out a model suitability test. Based on the structural model that has been created for the influence of the communication climate variable and the professionalism variable on the communication climate and its implications for coordination, several indices are presented below in table 4.60. which is used to determine the suitability of the model in the analysis of the structured equation model.

Table 3. Model Fit Test Sem

Indeks kecocokan	Nilai	Cut off value	Kesimpulan
Chi-kuadrat	60.8873	diharapkan kecil	Reject Ho, good model
P-value	0.001539	<0.05	Reject Ho, good model
RMSEA	0.07673	<0.08	HO received, good model
x ² /df	2.771	>2.00	Reject Ho, good model
GFI	0.8479*	0.80-0.90	HO received, good model
AGFI	0.7417	0.70-0.80	Reject Ho, good model
NFI	0.8322*	0.80-0.90	HO received, good model
TLI	0.8960*	0.80-0.90	HO received, good model
CFI	0.9616*	>0.90	HO received, good model

Source: Prepared by the author (2024)

Of the nine model fit test indices, RMSEA and CFI indicate a good model, while GFI, NFI and TLI indicate a good model, while the other indices still do not meet the minimum requirements for the model to be said to be good, so overall it can be said that the SEM model is declared good by accommodating more than 80%, when viewed from the suitability index. So this model is maintained to answer the hypothesis in this research .

Hypothesis testing

First Research Hypothesis : The Influence of Communication Climate (X1) on Coordination (Y)

Based on the confirmatory analysis factor model, the magnitude of influence for the latent variable Communication Climate Variable X1 is predicted by the factors trust (X1-1), participation (X1-2), honesty (X1-3), downward communication (X1-4) and upward communication (X1-5) can be depicted in Figure 1 as follows:

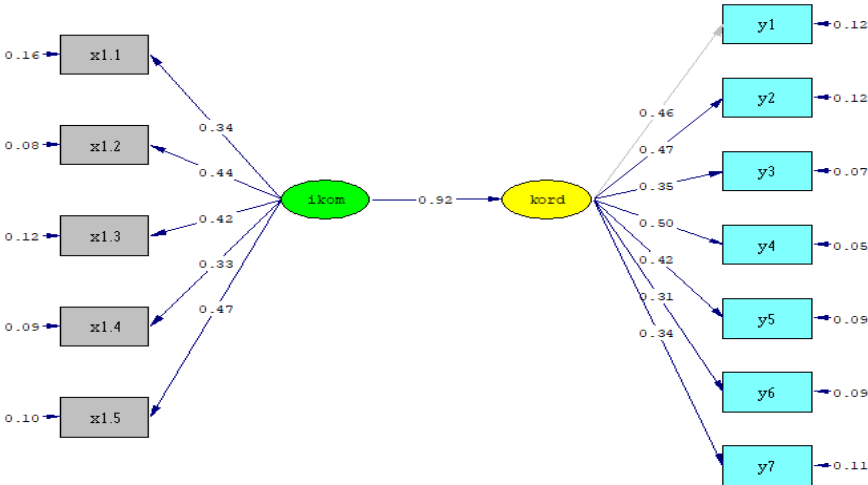


Figure 1: Partial Influence of Communication Climate (X1) on Coordination (Y)

Based on the model and Figure 1. it can be seen that the largest path coefficient (standardized) is the upward listening factor (X1_5) of 0.47, with the magnitude of the influence in predicting the Communication Climate variable X1 being 90%, and the measurement error being 10%. Meanwhile, the one with the smallest path coefficient is the downward communication factor (X1-4), namely 0.33, so the magnitude of the influence in predicting the Communication Climate variable is 89%, the remaining 9% is measurement error. The results of the model path coefficient analysis show that Communication Climate (X2) has an influence

of 0.92 on the Coordination factor with errorvar=0.15, which means the magnitude of the influence is 85% and 15% is measurement error.

Second Research Hypothesis : The Effect of Professionalism (X2) on Coordination (Y)

Unidimensional model for the latent variable professionalism variable and relationship factors (X2-6).

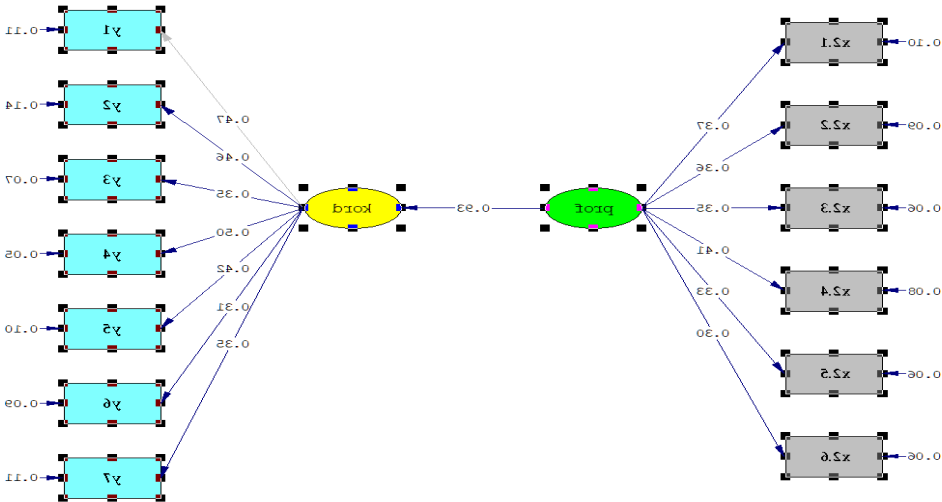


Figure 2: Partial Influence of Professionalism (X2) on Coordination (Y)

Based on this model. It can be seen that the factor with the largest path coefficient (standardized) is the professional factor (X2-4) of 0.41, with a contribution in predicting the professionalism variable X2 of 92%, and the measurement error is 8%. Meanwhile, the one with the smallest path coefficient is the relationship factor (X2.6), namely 0.30, with a large contribution to predicting the professionalism variable X2 of 94%, the remaining 6% is measurement error. The results of the model path coefficient analysis show that Professionalism (X2) has an effect of 0.93 on the coordination factor with errorvar=0.11 , which means the magnitude of the effect is 89% and 11% is measurement error.

Third Research Hypothesis : The Effect of Coordination (Y) on Effectiveness (Z)

Based on the confirmatory analysis factor model, the magnitude of the influence for the latent variable Communication Climate Variable (Y) is predicted by the principle of agreement and unity of understanding (Y1), agreement on activities (Y2), obedience (Y3), mutual exchange of information (Y4).), the existence of cooperation (Y5), the existence of a coordinator who can lead (Y6) and the existence of mutual respect for functional authority (Y7) can be described as follows:

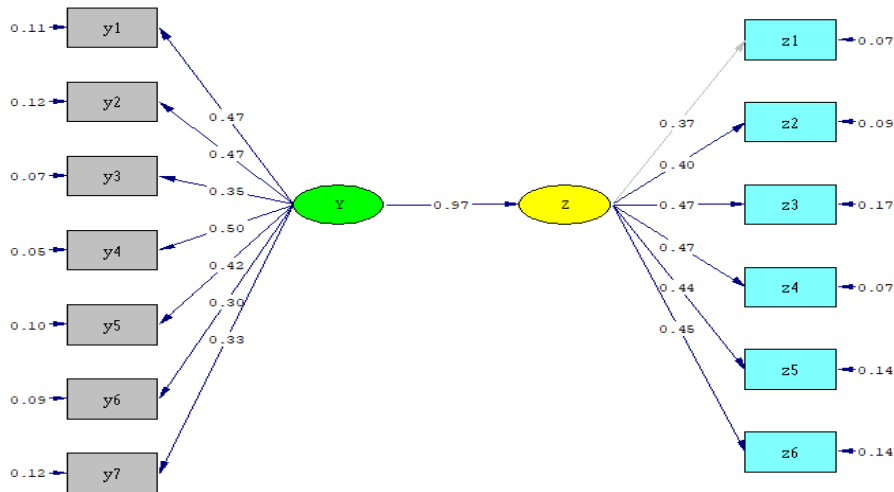


Figure 3: Influence of coordination variables (Y) on effectiveness (Z)

Based on this model. It can be seen that the factor with the largest path coefficient (standardized) is the professional factor (Y1) of 0.47, with a measurement error of 11%. Meanwhile, the one with the smallest path coefficient is the relationship factor (Y6), namely 0.30, with a standard error of 9%. The results of the model path coefficient analysis show that the Coordination variable (Y) has an effect of 0.97 on the Effectiveness variable (Z) with $errorvar=0.059$, which means the magnitude of the influence is 94%.

Fourth research hypothesis simultaneously: The influence of communication climate (X1) and professionalism (X2) on communication climate (Y) and its implications for organizational coordination (Z)

The main structure tested is how much influence the Communication Climate and professionalism variables have on the Coordination variable. The results of *the Structural Equation Model* (SEM) in the influence structure tested can be seen in the following image

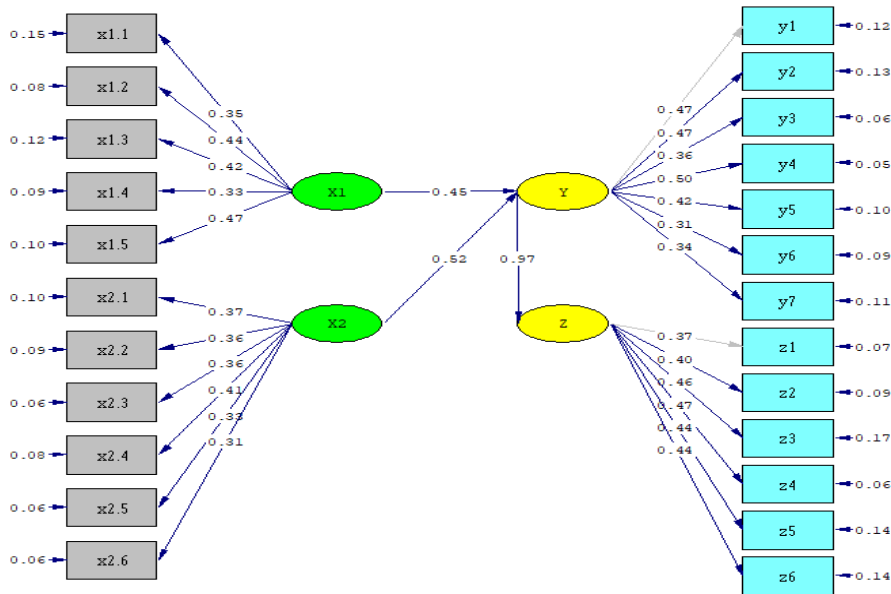


Figure 4: Structural Equation Model (SEM) in the influence structure being tested

Based on this structural model, it can be seen that the path coefficient from the exogenous latent variable to the endogenous latent variable is positive. A positive coefficient indicates that the Communication Climate variables will partially improve the Communication Climate. Improving the Communication Climate has implications for improving Coordination. In the Coordination structural model, if the Communication Climate increases by one unit it will increase the Communication Climate by 0.45 units. Likewise, if professionalism increases by one unit, the Communication Climate will increase by 0.52 units. Increasing the Communication Climate by one unit will increase Coordination by 0.97 units. The influence of the exogenous variable Communication Climate (X1) on the intermediary variable Coordination (Y) is 87% as is the professionalism variable (X2). The total influence of the two variables together is 90%.

Discussion

Partial influence of communication climate on coordination in BPS districts/cities throughout Greater Bandung

Based on the sub structure of the standardized solution model, the variable X1 determined by X2-1 to Based on these values, the communication climate variable which consists of the trust factor, joint decision making factor, honesty factor, openness factor in downward communication, listening factor in upward communication has a positive effect on coordination

at the Bandung district/city BPS. Judging from the t-value, the communication climate value for coordination is 10.04. This value shows that the communication climate variable which consists of the trust factor, joint decision making factor, honesty factor, openness factor in downward communication, listening factor in upward communication has a positive effect on coordination in BPS districts/cities throughout Greater Bandung.

Based on the explanation above, it can be stated that the communication climate variable which consists of the trust factor, the joint decision making factor, the honesty factor, the openness factor in downward communication, the listening factor in upward communication has a positive and significant effect on Coordination at Regency/City BPS throughout Greater Bandung, meaning that the implementation of the communication climate in BPS districts/cities throughout Greater Bandung has been felt by its employees, so that it is able to improve the coordination of its employees. This is in accordance with the results of interviews which have shown that the communication climate for BPS district/city employees throughout Greater Bandung is more positive and more effective, which improves coordination in their work environment. The statement above is in accordance with Redding's opinion in Masmuh (2010:45) indicating that the communication climate is broader than employee perceptions of the quality of relationships and communication within the organization as well as the level of influence and involvement. In fact, he said that the communication climate is much more important than communication skills or techniques alone in creating an effective organization . This opinion implies that it is very important to create a communication climate in increasing effectiveness in the organization's work environment.

The influence of professionalism on coordination in BPS districts/cities throughout Greater Bandung

Employee professionalism is a person's ability and skills in carrying out work according to their respective fields and levels. This expression implies that the attitude of professionalism will be reflected in the abilities, skills and skills as well as the mentality that is possessed so that every work produced truly provides excellent performance. prime. In the context of increasing coordination in organizations, a professional attitude is needed to support the accelerated increase in coordination where communicating and coordinating requires communication skills, coordination skills and collaboration skills. The results of statistical tests show that the standardized partial professionalism solution has empirically had a significant influence on the coordination of BPS districts/cities throughout Greater Bandung of 0.93 or 93% with a t-value of 10.31. This means that the research hypothesis reads: "professionalism is

measured through the dimensions of having to be an expert, able to be independent, responsible for work, able to show oneself as a professional, upholding professional ethics and maintaining good relations with other parties. This has a big influence on the coordination of BPS District/Districts/cities throughout Greater Bandung can be accepted empirically. ”.

Analysis of the Impact of Coordination on Effectiveness

The Coordination Variable is divided into seven principles, namely the principle of agreement and unity of understanding, the existence of agreement on activities or actions, the existence of obedience from each party, the mutual exchange of information from all parties working together, the existence of cooperation, the existence of information flowing to the coordinator and the existence of Mutual respect for functional authority has an impact of 0.97 or 97% on the effectiveness variable of BPS Districts/Cities throughout Greater Bandung .

The Influence of Communication Climate and Professionalism on Effectiveness through Coordination Variables

Communication climate and professionalism through coordination variables have empirically had a significant influence on the effectiveness of BPS in the Greater Bandung area. Strengthening the results of this research is reflected in the results of statistical tests which show that the influence of the latent variable Communication Climate (X1) on the intermediary variable coordination (Y), is 0.45, while the latent variable Professionalism (X2) shows a causal influence on the intermediary variable coordination (Y), which is 0.52. With the total influence of the two variables being 0.97 or 97.0%, the error for this model is only 0.03 or 3% which is caused by variables outside the research.

The research results found that the dimensions of trust in BPS employees in the Greater Bandung area in the context of the communication climate are believed to determine the magnitude of the influence of coordination on the effectiveness of BPS districts/cities throughout Greater Bandung. These findings also show that trust is an important factor in supporting the success of the program that has been implemented by BPS-BPS in the Greater Bandung area. Other facts also show that the seriousness of the Central Statistics Agency (BPS) in the Greater Bandung area in efforts to increase trust in the context of the communication climate related to coordination has been implemented. This factual condition reflects that legally the program implementers within BPS-BPS in the Greater Bandung area have strong legitimacy to communicate the programs that have been launched. These findings are based on the argument that formalization of the program will be implemented effectively, if the

communication climate is conducive to the coordination carried out. Thus, the trust that is built to maintain a communication climate will encourage more systematic and targeted coordination, so that it can encourage increased organizational effectiveness. The findings above further strengthen the argument that the trust factor in the context of communication climate plays a very important role in increasing organizational effectiveness at BPS in the Greater Bandung area.

And for coordination to be effective, whoever is responsible for communicating a decision must know what they have to do. Orders to communicate the program must be transmitted to appropriate personnel, and such orders must be clear and consistent. This also reflects that organizational effectiveness empirically requires appropriate communication patterns, so that officials, especially those within the BPS-BPS in the Greater Bandung area, can really understand the process in carrying out their duties.

Conclusion

Based on the research results and discussion as described in Chapter IV, the researcher can then draw the following conclusions. Partially, the communication climate variable has had a positive influence on the BPS district/city coordination variable throughout Greater Bandung, although looking at the factors it shows a different influence. Thus it can be stated that the communication climate variable which consists of five factors, namely the Trust factor, Participation in decision making, Honesty and Openness in downward communication and Listening in upward communication is able to increase the effectiveness of BPS Districts/cities throughout Greater Bandung. Partially, the Professionalism variable has had a positive impact on the effectiveness of BPS districts/cities throughout Greater Bandung, although looking at the factors it shows a different influence. Thus it can be stated that the professionalism variable consists of factors; Must be an expert, Able to be independent, Responsible for work and harmony, Able to show himself as a Professional, Adhering to professional ethics, Maintaining good relationships with other parties has a significant influence on coordination. The results of this research also found that partial coordination had a significant impact on the organizational effectiveness of BPS districts/cities throughout Greater Bandung. This is not a priority but its implementation is still being improved so that the effectiveness of BPS districts/cities throughout Greater Bandung runs in accordance with the predetermined objectives. Simultaneously, the communication climate and professionalism through the intermediate coordination variable have a very large and significant impact on the effectiveness of BPS districts/cities throughout Greater Bandung through the coordination variable. This implies that

creating a conducive communication climate, increasing the level of professionalism will increase coordination and by implication increase the effectiveness of BPS districts/cities throughout Greater Bandung.

Conflict Of Interest

The Author declares that there is no conflict of interest.

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None.

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