

**ANALYSIS OF THE COMPETENCE AND PROFESSIONALISM OF THE STATE  
CIVIL APPARATUS (ASN) IN IMPROVING PUBLIC SERVICES IN THE FIRE  
AND RESCUE SERVICE**

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**Abstract.** *This study aims to analyze and explain the level of competence and professionalism of the State Civil Apparatus (ASN) in improving services at the North Jakarta Fire and Rescue Service. This research uses a qualitative method of collecting data through interviews, observations, and secondary data. The results showed that ASN's competencies include technical, managerial, socio-cultural, and integrity aspects. ASN professionalism involves attitudes, behaviors, and work qualities that reflect dedication, integrity, and responsibility. Education has met the competencies, but training is needed to improve employee professionalism. Public service civil servants at the North Jakarta Fire and Rescue Service are responsive, effective, efficient, and highly quality. An indicator of the success of employee professionalism is seen in the increase in fire and rescue service time. With adequate competence, high professionalism, and quality public services, civil servants in the North Jakarta Fire and Rescue Service can provide optimal services to the community. To achieve this goal, it is recommended to improve education training and implement a code of ethics, transparency, accountability, and efficient management of resources.*

**Keywords:** *Competence, Professionalism, Public Service.*

**Abstrak.** Penelitian ini bertujuan untuk menganalisis dan menjelaskan tingkat kompetensi dan profesionalisme aparatur Sipil Negara (ASN) dalam meningkatkan pelayanan pada Dinas Penanggulangan Kebakaran dan Penyelamatan Jakarta Utara. Penelitian ini menggunakan metode pendekatan kualitatif dengan pengumpulan data melalui wawancara, observasi, dan data sekunder. Hasil penelitian menunjukkan bahwa kompetensi ASN meliputi aspek teknis, manajerial, sosial-budaya, dan integritas. Profesionalisme ASN melibatkan sikap, perilaku, dan kualitas kerja yang mencerminkan dedikasi, integritas, dan tanggung jawab. Pendidikan telah memenuhi kompetensi, namun diperlukan pelatihan tambahan untuk meningkatkan profesionalisme pegawai. Pelayanan publik ASN di Dinas Penanggulangan Kebakaran dan Penyelamatan Jakarta Utara responsif, efektif, efisien, dan berkualitas. Indikator keberhasilan profesionalisme pegawai dilihat dari peningkatan waktu pelayanan kebakaran dan penyelamatan. Dengan kompetensi yang memadai, profesionalisme yang tinggi, dan pelayanan publik yang berkualitas, ASN di Dinas Penanggulangan Kebakaran dan Penyelamatan Jakarta Utara dapat memberikan pelayanan optimal kepada masyarakat. Untuk mencapai tujuan ini, disarankan untuk meningkatkan pendidikan, pelatihan, menerapkan kode etik, transparansi, akuntabilitas, dan pengelolaan sumber daya yang efisien.

**Kata kunci:** Kompetensi, Profesionalisme, Pelayanan Publik.

## **INTRODUCTION**

Fire is one of the dangers that often occur in Jakarta. The problem of fire is a problem of the condition of the city, which is increasingly rapidly developing housing and busy activities accompanied by community negligence. Fires in Jakarta are more classified as hazards caused

by human negligence, especially in environmental factors that do not pay attention to security and safety aspects. These factors have resulted in a high number of fires in Jakarta.

At least this is indicated by data from the DKI Jakarta Provincial Fire and Rescue Service, which shows that in the last five years, from 2017 to 2022, there have been an average of 1,350 fire cases in Jakarta every year. Furthermore, data in 2018 showed that there had been 692 fires, with an average of 58 monthly cases. That is, every day, there are cases of fires in Jakarta. The fire in Jakarta is a record that needs attention from local governments as a dangerous impact of the rapid development of cities and residents. DKI Jakarta Province as the country's capital, in addition to bringing benefits, is also inseparable from the problems caused by the high population density.

Based on data from the DKI Jakarta Provincial Fire and Rescue Service, in 2018, 55 urban villages were categorized as fire-prone. North Jakarta City has RW points prone to the highest fire danger in DKI Jakarta, with 48 RWs. Villages in North Jakarta with the highest number of fire-prone RWs are Penjaringan Village, with 9 RWs, followed by Pademangan Barat and Kali Baru, each with 8 RWs prone to fire hazards. One of these vulnerabilities is caused by the frequency of fires that still occur and the condition of the community and residential environment.

One important aspect of tackling fires is paying attention to the elements that cause fires and being ready to carry out fire suppression operations so that losses do not have a broad impact. All of this relates to the role carried out by all relevant stakeholders, including the role of local governments in tackling fires in settlements. Fire disasters are a big problem and a threat that can disrupt the stability of people's lives. Other major risks that threaten this fire disaster include disrupting economic, educational, and social activities, thus hampering the development agenda.

## **LITERATURE REVIEW**

### **Competence**

Competencies are individuals' knowledge, skills, abilities, or personal characteristics that directly affect job performance. Sudarmanto (2009: 47) explained that competence describes the knowledge base and performance standards needed to complete a job or hold a position successfully. According to the State Civil Service Agency (2003), competence is the ability and characteristics possessed by a civil servant in the form of knowledge, skills, and behavioral

attitudes needed in carrying out the duties of his position so that civil servants can perform their duties professionally, effectively, and efficiently, which in terminology is referred to as competence.

### **Professionalism**

Siagian (2009: 163), professionalism is reliability and expertise in carrying out tasks with high quality, on time, carefully, and with procedures that are easy to understand and follow by customers.

### **Quality of Public Services**

Public service is an activity or series of activities aimed at meeting service needs by laws and regulations for every citizen and resident of services, goods, and administrative services provided by public service providers. The definition is based on the Law of the Republic of Indonesia article 1, 25 of 2009, concerning Public Services.

## **RESEARCH METHODS**

This research uses a qualitative approach, a type of research whose findings are not obtained through statistical procedures or other forms of calculation. This study aims to all aspects of competence, professionalism, and public service in the North Jakarta Fire and Rescue Service. Data sources are obtained from primary data and secondary data. Data analysis during the Miles and Huberman Model field in qualitative research is carried out during data collection and after completion within a certain period.

## **RESULTS AND DISCUSSION**

### **Research Results**

#### **Competence**

1. **Technical Competence:** Individuals in the Fire Department have attended various technical trainings such as emergency handling and use of special equipment. They have good specialized work experience and are actively involved in emergencies. Although their level of specialization is quite good, there is still room for further improvement.

2. **Managerial Competence:** The officers have attended management training covering human resource management and leadership. Their experience in leading teams and making strategic decisions demonstrates effective managerial competence. However, there is a need for further development in leadership skills and conflict management.
3. **Socio-Cultural Competence:** The officers demonstrate good communication skills with colleagues and the community. They can adapt to diverse work environments and provide friendly and professional public services.

### **Professionalism**

1. **Education and Training Qualifications:** The officers have relevant educational qualifications and have attended training to improve their competencies, including fire risk management training and first aid certification.
2. **Integrity:** They adhere to the organization's code of ethics and values. This includes avoiding conflicts of interest, maintaining confidentiality, and appropriately handling code of conduct deviations.
3. **Public Service:** Officers strive to improve the abilities of subordinates, support the learning of new processes, and motivate to increase confidence in delivering public services.

### **Public Service**

1. **Officer Attitude:** Officers are expected to be professional, friendly, and caring. They must be responsive and empathetic to the needs of society.
2. **Service Process:** The public service process includes receiving and assessing requests, assigning officers, performing services, and completing and following up on requests.
3. **Service Time:** Officers aim to provide a quick and efficient response by prioritizing emergency requests and communicating clear turnaround times to the public.
4. **Facilities:** They ensure that the facilities used in public services are maintained, safe, comfortable, and clean.
5. **Quality of Service:** The main focus is the quality of public services that are responsive, effective, efficient, and satisfying to the community. Officers strive to listen to the community's needs and constantly conduct evaluations to improve the quality of service.

## **Discussion**

Research on the North Jakarta Fire and Rescue Service reveals officers' competence, professionalism, and public service. The main focus is on technical, managerial, and socio-cultural competencies, coupled with aspects of professionalism and quality of public services. In terms of competence, officers have attended specialized training for emergency handling and using special equipment. They show good technical work experience; however, increased specialization is required. In the managerial aspect, officers have engaged in training covering human resource management and leadership, but there is a need for further development, particularly in leadership and conflict management.

Socio-cultural competence can be seen in the officers' communication skills with colleagues and the community and their ability to adapt to various work environments. In line with research (Nurhidayah & Harahap, 2000), officers have been equipped with knowledge of Standard Operating Procedures (SOPs) for firefighting. In terms of professionalism, officers have adequate educational qualifications and have attended training to improve their competence. They are committed to integrity, including adhering to the organization's code of ethics and values. In providing public services, officers try to improve the ability of subordinates and provide motivation to increase confidence in providing services.

Responsive and high-quality public services are a priority, in line with research (Aulia, 2023) (Utari, 2022) (Komara, 2019). Officers must have a professional, friendly, and caring attitude towards the community's needs. Public service processes are executed effectively, and fast and efficient response times are a priority. The facilities used are ensured to be maintained, safe, and comfortable. The quality of public services emphasizes community responsiveness, effectiveness, efficiency, and satisfaction.

## **CONCLUSIONS**

The North Jakarta Fire and Rescue Service emphasizes the important role of competence, professionalism, and public services of the State Civil Apparatus (ASN) in improving the quality of public services. The competence of civil servants in this service covers various aspects such as technical, managerial, socio-cultural, and integrity, all of which are important for the effective implementation of duties. The professionalism of civil servants is reflected in attitudes, behaviors, and work qualities that demonstrate dedication, integrity, and

responsibility. Relevant education and training play a role in achieving this standard of professionalism. 2022 is a significant milestone in fire and rescue service response times, with a target of further improvement in 2023.

Public services provided by civil servants in this service are recognized as responsive, effective, efficient, and of high quality, with a focus on community needs and satisfaction. The foundation of employee behavior based on values and the Code of Ethics and Code of Conduct is expected to create a clean, authoritative, and responsible government apparatus (Firdausijah et al., 2023). The ability of civil servants to optimally meet the community's needs contributes to the overall improvement of the quality of public services. It also results in better protection for the people and increases their trust and satisfaction with governments and institutions. To achieve this goal, the Agency needs to prioritize relevant education and training, comply with codes of conduct and regulations, and ensure transparency and efficient management of resources. With this approach, the North Jakarta Fire and Rescue Agency has the potential to become an effective institution in providing quality public services and making a positive contribution to the community.

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