

Performance Professionalism Employee Secretariat Regional People's Representative Council (DPRD) Cimahi City

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ABSTRACT

According to the Law of the Republic of Indonesia Number 23 of 2014 concerning Regional Government it is stated that City and Regency DPRD Secretaries are led by a City and Regency DPRD Secretary who is appointed and dismissed by decree of the Regent or Mayor with the approval of the Chairperson of the regency/city DPRD after consulting with the faction leaders. In accordance with statutory provisions in Cimahi City, West Java Province, one of which is the Secretary of the Cimahi City DPRD, must be able to provide as much assistance as possible to the leaders and members of the Cimahi City DPRD. in fulfilling its duties Providing Council services and synergizing working relations between the executive and the legislature to create an enabling environment. Planning, reviewing and coordinating formulating DPRD leadership guidelines, advancing the administration of all work units, organizing court cases and making minutes of meetings held by DPRD, maintaining and developing rules of conduct, and organizing administration and secretariat for DPRD regional representatives. the city council of the legislature is safe. The DPRD Secretariat in carrying out its main tasks and functions is always influenced by the strategic environment, conditions, situations, circumstances, events and influences that surround and influence the development of the achievement of organizational goals. The strategic environment is structured in the form of the organization's internal environment consisting of two strategic factors, namely strengths and weaknesses, and the organizational environment consisting of two strategic factors, namely opportunities and threats. Critical Success Factors Critical Success Factors are very important success factors in achieving organizational goals and objectives.

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INTRODUCTION

In accordance with the Law of the Republic of Indonesia Number 23 of 2014 concerning Regional Government it is stated that "Secretary of the City and Regency DPRD is led by a Secretary of the City and Regency DPRD who is appointed and dismissed by Decree of the Regent. The mayor with the approval of the Regency/Municipal DPRD leadership after consulting with the leadership faction. Observing the provisions of the law, in Cimahi City, West Java Province, one of them is that the Secretary of the Cimahi City DPRD must be able to facilitate the leaders and members of the Cimahi City DPRD in carrying out the duties of the DPRD and provide maximum service and generate synergy in the working relationship between the Executive and the Legislature to create a conducive atmosphere (Mukrimaa et al., 2016)

The Cimahi City DPRD Secretariat must be smart, fast and responsive to support the smooth implementation of secretarial services, finance and management of facilities by holding

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DPRD meetings, coordinating implementation and encouraging cooperation, integration and synchronization of all financial implementation support. DPRD secretariat duties. Planning, reviewing and coordinating the preparation of DPRD leadership guidelines, administrative guidance for all work units, organizing sessions and preparing minutes of DPRD meetings, maintaining and improving order and security in the administration and administration of DPRD households Secretariat of DPRD regional representatives of the city council. (Kurniawan, 2018)

The DPRD secretariat in carrying out its main tasks and functions is always influenced by the strategic environment, namely conditions, situations, circumstances, events and influences that surround and influence the development of achieving goals. organization. The strategic environment is structured in the form of an internal organization consisting of two strategic factors, namely strengths and weaknesses, and the organizational environment consisting of two strategic factors, namely opportunities and risks/challenges. Key Success Factors (Critical Success Factors) are very important success factors in achieving organizational goals and objectives. Identification of problems and influences within the Cimahi City DPRD Secretariat.(Patricia, 2021)

How is it possible for subordinates to function properly when there are still officials or bureaucratic officials who violate the rules that have been set in the sense of not heeding procedures in service? (Hasanah, 2019) This is characterized by bad bureaucratic behavior. They don't have the support to do their best. Therefore, employees or bureaucratic apparatus need to instill ethics, so that in carrying out their main tasks and functions they run well and do not violate the rules that have been set. Therefore, the Cimahi City DPRD Secretariat as a government organization must be able to operate effectively, efficiently and professionally, and have a strong commitment to organizational progress.(Sukmawati, 2016)

Every State Civil Apparatus (ASN) at the Cimahi City DPRD Secretariat supports and makes a positive contribution to overall organizational performance. The process of achieving organizational goals in accordance with their main tasks and functions will run smoother if the employee's performance is in accordance with existing procedures.(Budiman, 2016)

Based on the results of field observations, the performance of the employees of the Cimahi City DPRD Secretariat was not in accordance with organizational goals, resulting in less than optimal work execution.

1. The quality of employee work according to indicators is low because of the accuracy, thoroughness and quality of employee work. Example: In the finance department, when compiling physical and financial performance reports, it is necessary to make improvements repeatedly. This resulted in a delay in submitting the settlement process to the Cimahi City Inspection. This delay was allegedly due to professionalism that did not meet expectations.
2. Measured by the timeliness of work, employee workload is still low. This delay was allegedly caused by professionalism that did not meet expectations. The problems mentioned above were partly caused by the professionalism of the Cimahi City DPRD Secretariat which had not functioned effectively.

Professionalism Study

The concept of professionalism today is increasingly becoming a symptom with greater demands on one's own performance. (Hasibuan, 2017) In the hands of a professional, ordinary things can become extraordinary because you are trained for your job based on the skills you gain through formal education and experience. (Sidiq, 2018) However, today's excessive use of the

words "professional" and "professionalism" has reduced or even distorted their true meaning. For this reason, before going deeper into professionalism, we will first discuss the origins or roots of this concept.

Professionalism Traits

Professionalism and progress are two things that are interrelated. The progress of an institution (institution) or organization is determined by the professionalism of its management. (Sragen, 2019) Institutions or organizations that are increasingly advanced also demand greater professionalization. If not, the institution or organization will be more advanced and even left behind. In general, professionalism is only associated with the abilities, skills and knowledge needed to carry out certain tasks and to direct the institution (organization) concerned. (Marlianti, 2013)

METHOD

This research was conducted using a quasi-quantitative method. The research method is to study several existing theories by examining the relationship between variables. Variables in this quantitative study were measured using research instruments and then research data were obtained according to statistical procedures. First, organize the collected data systematically, describe the facts at the time of research, then interpret and analyze these facts in accordance with existing theories, in order to test the truth or process and analyze existing data, then draw conclusions into a scientific work.

RESULTS AND DISCUSSION

Based on the results of the influence contribution test analysis, it shows that the professionalism variable affects employee performance by 82.3%. Professionalism which consists of the characteristics of having to be expert, independent, responsible for their work, showing professionalism, upholding professional ethics, and having good relations with clients (society) has a very strong influence on employees. Performance consists of factors of quality of work, quantity of work, reliability and attitude.

The data above shows that being able to be independent has the greatest influence on employee performance, followed by being able to show oneself as a professional has a strong influence on the variable professionalism. While the influence of the smallest variable on employee performance is the characteristic of maintaining good relations with customers (community).

Based on the results of the study it can be seen that the influence of professionalism empirically makes a significant contribution to improving employee performance at the DPRD secretariat of the city of Cimahi, West Java. In addition, because we know that the founders of organizations are people who must have broad knowledge and skills, they must also have a good personality, because basically personality is the source of career and professional success, but of course also aspects of knowledge, skills and attitudes. professionals need attention. Professionals must be able to assume the responsibilities entrusted to them, whether in the form of personal, social, intellectual, or moral and spiritual responsibilities, so that professionalism in

the workplace becomes a benchmark by which professional workers can carry out their duties as well as possible.

In administrative activities within organizations, especially those concerning public services, the human factor is the factor that most determines the success or failure of a charity activity. That is, so that the people (whom they serve) are satisfied with their services, the employees (whom they serve) must show high professionalism, because those who are professional in the process of public service activities are those who are not responsible. do not treat each other differently. Because the object of service is the community itself, which of course can be served optimally by the apparatus.

Employee performance is influenced by factors such as motivation, skills and work environment. It is undeniable that one of the main pillars for realizing the goals of government, development and service to the community is the availability of professional apparatus resources in carrying out their service functions and with good character and morals. The term "professional" has a fairly broad meaning, namely having the right competence to carry out its main duties and functions, working effectively and efficiently, being creative and having a strong work ethic. To build a professional toolkit, you need not only intelligence (iq), but a complete human being. That is, people who are intellectually intelligent, emotionally intelligent, and spiritually intelligent will be able to achieve as expected.

Based on the results of an interview with the secretary of the Cimahi City DPRD, "Employees pay more attention to the tasks carried out in order to achieve organizational goals." With high professionalism at work, employees work harder in carrying out their work, which includes meeting the needs of DPRD leaders and members, conversely with low professionalism and work motivation, employees lack enthusiasm at work, give up easily and find it difficult to keep their jobs. Employees do not have clear information about whether their work has a positive impact on beneficiaries, ie. H. on the individuals or groups the organization serves."

Emotional and spiritual skills and mastery of employees are mandatory and absolute, through emotional intelligence employees can adequately understand themselves and their environment, have self-confidence, are not jealous, are not easily discouraged, and are not easily angry. Emotional and spiritual intelligence requires us to learn to recognize, appreciate, and respond appropriately to feelings in ourselves and others, and to use emotions effectively in everyday life. With a balance of abilities between intellectual abilities and emotional abilities, employees achieve the vision and mission that we have set together to achieve organizational goals.

Can the analysis researcher as explained above that the professionals in the Cimahi City DPRD Secretariat are people who truly have experience, skills and a controlled and commendable mental attitude, and who can ensure everything from actions and your work. , vote is the best judgment of all parties.

Evaluate aspects of employee performance. The performance appraisal aspect is not just asking about the characteristics (individual character) of an employee, such as character, temperament, intelligence etc. However, it focuses more on things that are the result of performance, such as the quality and quantity of work, timeliness, etc. In addition, a professional must be able to carry out the tasks entrusted to him in the form of personal, social, intellectual and moral-spiritual responsibilities, so that he becomes a representative of the Cimahi people in the Regional Council Secretariat. Professionalism is a measure of the professionalism of the *Performance Professionalism Employee Secretariat Regional People's Representative Council (Dprd)*

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Cimahi City DPRD Secretariat staff who are able to create new innovations and creativity that can improve staff performance in accordance with pre-planned organizational goals. (Rahmadi Islam, 2018)

One of the determining factors besides individual and organizational productivity is how available time is used and how labor standards for the production of certain goods and/or services are determined. (Shinta Anggraeni, 2015)

The results of field observation studies can explain that employees are generally proficient at working in accordance with the main tasks and functions assigned to them. This reflects that the executive apparatus is personally able to carry out their duties as expected. The strength of the results is also reflected in the responses of respondents who generally agree with the positive statements of the researchers.

This situation further emphasizes that job mastery is an important factor in the successful implementation and management of the Cimahi City DPRD Secretariat. Therefore, efforts to encourage increased capacity of government apparatus in carrying out their duties and responsibilities need serious attention from various parties, especially the Secretary of the DPRD Kota Cimahi, which of course can improve their performance. DPRD Secretariat staff, representatives of the people of Cimahi city, to achieve better performance.

The results of data processing show that the nature of autonomy affects employee performance with a large influence of 26.8%. Characteristics of independent abilities include indicators of not depending on other people and having a strong attitude, while employee performance is expressed through quality of work, quantity of work, trustworthiness, and attitude (Susilowati, 2020)

The independence of a person in carrying out their duties is an important factor for the success of achieving organizational goals. In carrying out a work program, the independence of the implementing apparatus is also an important factor in supporting the success of achieving work goals. (Tiza et al., 2014)

That employees are basically independent in carrying out their duties, so that they can significantly support smooth workflow. Strengthening these findings can be observed in the responses of respondents who generally disagree with the negative statements of the researchers. This empirical fact provides additional support for the argument that a degree of independence of implementers is necessary to facilitate the attainment of the intended goals. At the operational level, the level of independence of the Cimahi City DPRD Secretariat officials is reflected in the various activities of the executive apparatus, both administrative activities and technical activities related to this matter, as well as managerial activities. This makes it possible to achieve better performance and achieve organizational goals according to a given plan.

In another context, it was found that employees are generally persistent in maintaining their posture and posture in accordance with the work that suits them and the rules set. This means that, in general, as long as the work carried out is in accordance with the responsibilities and standards that have been set, the employees of the Cimahi DPRD Secretariat have a strong enough commitment to maintain their attitude and position in order to maintain the credibility and existence of their apparatus adequately maintained while carrying out their duties.

As described above, these conditions are considered very important in order to contribute to the achievement of the objectives of the previous work program. This is based on the idea that the credibility and existence of government officials in the Cimahi City DPRD Secretariat in carrying

out their duties will gain the trust of the public or other parties, so that the roles, functions and tasks of the organization will be better. able to answer every problem that is needed by the community and the government.

The results of data processing show that the characteristics of work responsibilities have an influence of 6.20% on employee performance. The characteristics of responsibility towards work include indicators of seriousness in working and working as well as possible, while employee performance is expressed by the quality of work, quantity of work, trust and attitude. The success of a program or activity cannot be separated from the responsibilities of its implementers in carrying out their duties. This is understandable, because the accountability aspect will greatly assist the institution, both in terms of good administration, employee duties and evaluating the success of the implemented program.

As part of the implementation of employee work procedures at the Cimahi City DPRD Secretariat, it is known that employee responsibilities for implementing work programs in general have been carried out in accordance with applicable regulations. the main tasks and functions of each device. This reflects that the program implementing apparatus generally bears high responsibility in carrying out their duties, as stated in the work program of the Cimahi DPRD Secretariat.

According to the findings of the field researchers, the high responsibility of the officials responsible for carrying out the work program of the staff at the Cimahi DPRD Secretariat is also reflected in their seriousness in carrying out their duties. This seriousness may reflect the implementing machine's commitment to the success of government work programs, including the Cimahi City DPRD Secretariat. The high involvement of government officials in implementing a development activity or program is becoming increasingly important given the increasing challenges, expectations and demands of the community.

The skill level of an employee is reflected in their ability to perform their duties. Therefore, the suitability between work and employee skills greatly determines the weight of qualifications owned by employees (gadgets). The inability of law enforcement officials to carry out their duties may be due to a mismatch between the job descriptions provided by the organization and the skills of the staff member concerned. Thus, it is hoped that employee performance can be carried out more effectively so as to strengthen employee performance at the Cimahi City DPRD Secretariat.

The results of data processing show that the ability to identify as skilled workers affects employee performance by 19.20%. The characteristics to prove oneself as a professional consist of indicators of work discipline and competence at work, while employee performance is represented by quality of work, quantity of work, reliability and attitude. A person's professionalism is reflected in his professional attitude, in the sense that the person concerned can show himself to be professional both in speaking, thinking and in carrying out his work. In the context of implementing work programs, the professional attitude of the implementing apparatus is clearly needed to support the achievement of objectives.

The results of the findings of researchers in this area can be explained that the professional attitude of the DPRD Secretariat employees representing the people of Cimahi City is reflected in the level of discipline at work. execution of their duties. This situation shows that the executive apparatus as a whole has shown discipline in carrying out the work program that is its obligation. Discipline is shown, both in the time of implementation and in the preparation of work reports.

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Strengthening these results can be seen in the responses of respondents who generally disagree with the negative statements of researchers. On the other hand, researchers can analyze that the level of competence and intelligence of staff to carry out work programs is considered very important to support the achievement of the goals that have been set. The facts show that the level of competence and the intelligence of employees implementing work programs at the Cimahi City Council Secretariat in general is quite good, in the sense that they are generally able to carry out their functions according to a predetermined plan. However, empirically, researchers also found that a small number of employees do not have the skills and intelligence to meet the needs of the organization. Although qualitatively, the level of skill and intelligence is very dependent on the experience of an employee in carrying out his work.

In the context described above, the Cimahi City DPRD Secretariat has taken several strategic steps related to increasing the skills and intelligence of employees. The Cimahi City Government, especially the Cimahi City DPRD Secretariat, has taken several actions, including: By advancing and developing employee skills in an integrated and sustainable manner, in line with existing conditions and previously planned work programs. The results of data processing indicate that the characteristics of respect for professional ethics have an effect on employee performance of 17.20%. The characteristics of upholding professional ethics consist of indicators of honesty and prioritizing the interests of the institution, while employee performance is represented by the quality of work, quantity of work, reliability and attitude. The professional attitude of an employee can also be reflected in their determination to uphold professional ethics. This attitude is necessary to maintain the credibility and honor of employees in carrying out their duties. In connection with the implementation of a work program, it is necessary for the employee's determination to uphold professional ethics in order to advance the work program for which he is responsible. This is understandable, because by upholding professional ethics, in the end they can get appreciation in carrying out their duties. The results of the study show that the steadfastness of employees in upholding professional ethics can be reflected in honesty in carrying out their duties.

Honesty in carrying out tasks is very important for employees so that program activities can be carried out consistently according to a predetermined plan. Of course, honesty in question does not only concern the issue of budget use, but also various aspects related to work programs, both administrative and technical. It is empirically acknowledged that assessing a person's degree of honesty is not easy, because honesty is closely related to aspects of behavior and attitudes that are physically difficult to detect. In other words, honesty is a very abstract thing, but has a very significant impact in the context of various mass public activities. To combat this level of honesty and to anticipate it, one can proceed not only physically but also psychologically. In the context of implementing a work program, it is necessary to have the honesty of the implementing machine to maintain the consistency of the work program in accordance with the plans that have been given.

The results of field inspections can explain that employees are generally honest, in the sense that they carry out their functions and duties in accordance with the work program for which they are responsible. Therefore, in the context of professionalism, the honesty aspect of work program management staff empirically contributes to improving staff performance at the Cimahi City DPRD Secretariat. The results of the study also show that operationally, work program management staff generally carry out their work in accordance with the needs and

interests of the institution. This result is supported by responses from respondents who generally disagree with the negative statement of the researcher. This de facto condition also implies that workers generally promise to carry out work programs in accordance with the goals they have set. In addition, employees usually also have high personal commitment. on the success of institutional employee engagement programs. In other words, the alignment of the interests of the institution or organization seems to dominate the process of implementing the work program, so that from an institutional perspective, this work has helped the institution achieve its goals effectively and efficiently based on performance. staff. arrived at the Secretariat of the DPRD Kota Cimahi. The results of data processing showed that the characteristics of maintaining good relations with customers (community) affected employee performance by 2.10%. The characteristics of maintaining good customer (community) relations include indicators of responsibility for tasks and interactions between employees and the community, while employee performance is expressed through the quality of work, quantity of work, reliability, and attitude. Maintaining good relations with other parties or customers is one a prerequisite for facilitating the achievement of the intended purpose. In order to manage work schedules, it is clear that it is necessary to maintain good relations with various parties, especially employees. Maintaining this good relationship empirically can help streamline the work program management process, both in terms of procedures, data collection, and other needs. The results of the study reveal that work program management employees consider synergy in communication or interaction between various parties related to employee work programs both internal and external. and externally is important. The interaction referred to internally is establishing interaction or harmonious working relationships between the parties involved in the work program at the Cimahi City DPRD Secretariat. The strengthening of these results can be seen in the results of the responses of respondents who generally disagree with the researchers' negative statements. In fact, it was found that staff of the Cimahi DPRD Secretariat in general could interact or communicate with various parties related to staff work programs both internal and external, so that the process of implementing work programs could run smoothly and employee performance was optimal.

On the other hand, it was also noted that the cooperation that was established in the framework of implementing staff work at the Cimahi City DPRD Secretariat as a whole went well, it was felt in the implementation of program work, various stakeholders shared the success of the know program and participated. The urgency of implementing this collaboration is understandable considering that staff work programs basically cannot be implemented partially but require synergy between the parties involved, both internal and external. If the necessary collaboration is not well developed, the work program will certainly not run effectively. Thus, it can be said that maintaining good relations with clients in the context of professionalism empirically also determines the success of work programs which in turn affect the performance of employees at the DPR RIDPRD Secretariat. Kota Cimahi. Professionalism, which consists of the characteristics of an expert, independent, responsible for work, shows himself as a professional, upholds professional ethics, and maintains good relations with customers (community), influences employee performance 82.3%, while the remaining 17.7% is influenced by other variables not examined in this study. This study is related to the implementation of work programs and various stakeholders are aware of and involved in the success of the program. The urgency of implementing this collaboration is understandable considering that staff work programs basically

cannot be implemented partially but require synergy between the parties involved, both internal and external. Another influencing factor is participation and cooperation in the organization.

CONCLUSION

Based on the results of concurrent research, empirically, professionalism has a very large and significant influence on the performance of employees at the Cimahi City DPRD Secretariat. The results of this study indicate that professionalism is very dominant in influencing and improving employee performance at the Cimahi City Council Secretariat, although overall it is still not optimal. In addition, the performance of Cimahi DPRD Secretariat employees is not only influenced by professionalism, but also influenced by other variables, including supervision and bureaucratic behavior. Based on some research findings that professionalism has an impact on employee performance at the Cimahi City Council Secretariat. This is reflected in the results of research which show that although professionalism is carried out based on the characteristics of professionalism set by the Secretariat of the Cimahi City People's Legislative Assembly, it is not yet fully operational. operations and impact on employee performance. The nature of professionalism that has a major impact on the performance of the employees of the Cimahi City DPRD Secretariat is the ability to be independent, while the smaller trait is the nature of maintaining good relations with customers. Based on the research findings and conclusions regarding the influence of professionalism on employee performance at the Cimahi City DPRD Secretariat, in the following the researchers convey some suggestions that can be used as recommendations both for development and knowledge related to public administration science research and recommendations for related agencies. Cimahi City Council Secretariat. From the point of view of public administration and public policy, the phenomenon of poor employee performance in relation to the variable "professionalism" needs further research. Therefore, it is better if other researchers can conduct further research in other locations. It is proposed to the Cimahi City DPRD Secretariat so that the concept of professionalism can be better understood and implemented seriously so that it can make a real contribution in improving employee performance. DPRD secretariat, representatives of the Cimahi city community.

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