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Towards Global Challenges**

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ABSTRAK

This research is motivated by the involvement of women in public life as a public service that provides services to people who are required to work professionally that reflected in the everyday behavior in the organization, particularly at the immigration office class II Bukittinggi. The purpose of this study was to determine how the professionalism of women in public service and know the obstacles faced by women in the public service as well as the efforts made to overcome these obstacles. The method used in this research is descriptive qualitative to address the problems faced in the current situation based on the data, presenting data, analyze and interpret, which is comparative and correlative, relating to the object of research as well as trying to explain and describe the variables in depth and detail with the objectives that have been formulated. Data from the questionnaires were analyzed through frequency distribution table. The numbers of respondents are 45 people from the community and interviewed with seven people from the immigration office employee class II Bukittinggi. Based on the research results and continued by analyzing the data obtained, the results show that professionalism of female employees at the Immigration Office Class II Bukittinggi can be said Excellent with a contribution of 84.4%, of the respondents who stated that the employees in the implementation of the service are disciplined in starting and finishing services, capable of doing work, the attitude of employees in providing services to the public. The employees understand and in a good way implement the role and duties and responsibilities in matters regarding immigration. However, in reality there are obstacles both from internal factors and external factors. Therefore, efforts to overcome these obstacles in order to improve the performance of women are concerned. Thus, it will also affect the improvement of services at the Immigration office class II Bukittinggi.

Keywords: *Women Profesionalism, Publict Service*

INTRODUCTION

1. Background of the Problem

Development in Indonesia is intended to realize the national ideal, which is to protect the whole Indonesian nation, promote the general welfare and educating the nation. Rapid national development in all areas at theis reform era requires a reliable workforce. It means that, the workers can pass on the sustainability of national development through the improvement of existing human resources in a professional manner.

Moreover, discussing about the professionalism, it reflects the attitude of a person about his/her profession. In a simplyway, professionalism is defined as a behavior, way and quality that characterize a profession. A personis said professional if his work has the features of technical standards or ethical profession (Lipi, 2015). Human resources owned by the organizations have several kinds of characteristics, including work ability/ professional, motivation and performance. These three components are much related and should be exist within the employeeswho are carrying out the everyday tasks. So that, the ability or human resources is very important, especially for women. Beside the development is growing continuously, there are also many women problemsmost in the existence where the woman are placed.

Apart from the controversy, Indonesia has attempted to improve the role and status of women as that have been commissioned at GBHNZ 1999 that the development of women's empowerment is equality and gender equity in the family life, society, nation, and the state. I shows that the government through it policies still consider the need to interpret the role and the position of women in the development (Horcapoetri, 2004).

Women's participation concerning two things is role of tradition and transition. The roles of tradition or domestic include the role of women as wife, mother and households manager. Meanwhile, the roles of transition include definition of women as labor, members of community and development. The role of transition of the women is inseparable from the affecting factors such as motivation, strong desire to actualize themselves, the existence of confidence and positive things that provide opportunity to success and undoubtedly help the economy of family and own the financial autonomy. However, with these two roles as a worker and housewife is not easy. These roles often bring conflicts from time to time because of the clash responsibilities as a housewife and as a worker.

The involvement of women in the public sphere as a public service that provides services to people are required to be professional in the work which can carry out the missions, organize the functions and perform all of the activities that become their responsibility, with a high level of efficiency, effectiveness, coupled with service not power orientation and display the functional behavior.

According to Kotler (2002), that service is any activity which is advantageous in a group or unity and offer satisfaction even though the results are not tied to a physical product. Furthermore, the service is an activity or sequence of events that occur in a direct interaction between a person with another person or machine physically and provide customer satisfaction.

The Immigration Office Class II Bukittinggi is a Government Agency under the Directorate General of Immigration is responsible directly to the Ministry of Justice and Human Rights of the Republic of Indonesia. Immigration Class II Bukittinggi is a public service office or on duty called UPT (Technical Implementation Unit) whose task is to directly confront or serving the community, especially in Bukittinggi City. The immigration office in Bukittinggi clearly has a very important role, especially in terms of service to the public in handling matters such as travel documents, visas and facilities, residence permits and status, intelligence, investigation, and enforcement, cross-border and overseas cooperation and immigration information systems.

Progress and success of the bureaucrats of women in the field of immigration service relies heavily on the performance of them selves, where women are able to work hard, proactive, loyal and disciplined and responsible on the tasks and jobs that ultimately achieve optimal performance that will have a positive impact on performance bureaucracy. However, in the implementation, there are still found difficulties associated with the performance of bureaucrats women at the Immigration office class II Bukittinggi. The constraints can not be separated from the behavior of the organization to the work, both came from within and outside the organization, resulting in fewer dedication, creativity, motivations, and idealism of the profession. The demands of work associated with the pressure that comes from the excessive workload and time as the work to be completed in hurry and deadlines. Besides, the presence of negative culture as their laziness to take the initiative outside the regulation, the strong tendency to wait order from the leader, slow in giving services, lack of motivation of the leadership, the inner atmosphere and mood that changes easily turn the quality of service of bureaucrats women into poor.

Based on these problems, the authors are interested in doing research entitled "Women in Public Service Professionalism In Immigration Class II Bukittinggi".

2. Formulation of the Problem

Based on the background some of the problems can be formulated as follows:

1. How is the Professionalism of Women in the Public Service Immigration Office Class II Bukittinggi?
2. What are the Obstacles encountered regarding the professionalism of Women in Public Service Immigration Office Class II Bukittinggi?
3. What efforts are made to overcome the obstacles encountered toward the Professionalism Women in Public Service Immigration Office Class II Bukittinggi?

3. Research Objective

The purpose of this study are:

1. To determine the Women Professionalism in Public Service in the Office of Immigration Class II Bukittinggi.

2. To determine the obstacles encountered by Women Professionalism in Public Service Immigration Office Class II Bukittinggi.
3. To know the efforts made to overcome the obstacles encountered by Women Professionalism in Public Service Immigration Office Class II Bukittinggi.

LITERATURE REVIEW

1. Review of Women Professionalism

a. Definition of Professionalism

Professionalism comes from the word profession meanings work performed as a principal activity to generate a livelihood and rely on the skills. Professionalism can be defined as the ability and skill to do the job according to the field and the level. In a Big Indonesian Dictionary, professionalism has meaning: quality and behavior as the attitude of a professional.

According to Kurniawan (2005), Professionalism involves suitability between the capabilities of the bureaucracy to the task needs. When these two things match, it has met the requirement to form the professionals. This means that the expertise and capacity of the professionals reflecting direction and objectives to be achieved by an organization.

While the sense of professionalism according to the Ministry of Home Affairs is the reliability in performing the tasks and done with high quality, timely manner, accurately and with procedures that are easily understood and followed by the customers. According to Imawan (1997), the professionalism shown the work in accordance with the technical standards or ethics of a profession. The work activity is commonly associated with income in the form of money.

To create a level of professionalism in carrying out the mission of an organization, the basic requirements are the availability of qualified human resources, a well programmed job, and the time available to implement the program as well as adequate funds and facilities support.

b. Definition of Woman

Syafiq (5; 2005) defines in a discreet way, in this world that is recognized as a "normal" human being are those who have sex as male and female. Although the title as "normal" a human being but there is inequality between the two such a repression that is truly extraordinary. Men dominate women in various fields of life. Women are mostly gentle and loving. In general, the nature of women are beauty, gentleness and humility. Those are the description of women that is often heard around us. Differences in anatomical and physiological causes differences in their behavior. As the result, it also different in terms of ability, selective to activities aimed intentional and purposeful with the nature of women.

While Kartini Kartono in Mansour (2005) say that, the natural physiological differences at birth are generally reinforced by the structure of the existing culture, especially by customs, socio-economic system and influence of education.

Based on the description above, the authors conclude that women are physiologically experienced since birth that is reinforced by the structure of the culture in which sex differences did not lead to differences in talent.

c. Definition of Women Professionalisms

Professionalism of women is largely determined by the level of ability of women themselves reflected through their behaviors day by day in the organization. Professionalism of women in the Departement of Home Affairs and according Sianipar, women professionalism is the ability or aptitude in providing services as a state apparatus that are suit to the knowledge of the field and the task in hand.

According to Kurniawan (2005), the professionalism of women is a natural trait possessed in carrying out the profession or occupation that is adjusted to the time and the cycle of jobs that have been set by the organization. According to Supriadi, the professionalism of women is the degree of performance refers to the attitude and commitment on a code of ethics of the organization.

Based on the definitions above, the authors conclude that the professionalism of women is the ability and talents of a woman in providing services to people which refer to the attitude and

commitment of the profession to work on time and work cycle, so that it can be reflected her behaviors in organizations ,

d. Basic Principle of Professionalism

According to H. Sumitro Maskun (1997), professionalism is a form or field of activity that can provide services with specialization and high intellect including three basic principles, namely:

1. The presence of a basic knowledge that can be studied carefully and the attitude of the person who mastered a technique that can be used in providing services to the public.
2. The standards to be successful in a profession is how they provide fast service to the community and not what they achieve for their personal things.
3. The development of a control system over the business and practical activity of the professionals in the practicing their knowledges through the establishment of associations and the creation of various codes of ethics.

Thus, the first step that must be taken for someone to be a professional is to have sufficient intellectual capacity consist of capability to be able to easily understand, learn and explain a phenomenon.

e. Efforts in Professionalism Development

In developing professionalism in the bureaucracy in Indonesia by Sumitro Maskun H. (1997), need to consider the two aspects, namely:

1. Aspects education for professionalism is a form of education that can prepare students to handle that so-called professionals. So there is a relationship between the jobs held by someone with education selected or prepared.
2. The planned recruitment process, supported by a system of career and development. Employee recruitment in Indonesia bureaucratic apparatus has not really oriented toward the working professional.

f. Karakteristik Profesionalisme

According to Martin Jr. in Kurniawan (2005), characteristic of the professionalism of the apparatus in accordance with the demands of good governance, including:

1. Equality
2. Equity
3. Loyalty
4. Accountability

g. Review of Public Service

Basically, every human being need for services, even in the extreme way can be said that the service is indispensable to human life. Budiman Rusli in Lijan et al. (2006), find during his lifetime, people are always in need of service. He states that services are in accordance with the life cycle theory of leadership (LCTL) that at the beginning of human life (baby) the services physically are very high, but as the person grows the services required will decrease.

In the Big Dictionary of Indonesia, the service defined as way or result of the service job. While the service is to serve people with food or drinks, providing their needs or others, agreed, receive and use.

Lijan (2006), states that the public service is defined as giving service to on people or public needs who have an interest to the organization in accordance with the basic rules and procedures that have been established.

Furthermore, the decision of the Minister of State for Administrative Reform (2003), defines the public service as all service activities carried out by the organizers of the public in an effort to meet the needs of service recipients and the implementation of the provisions and regulations.

Meanwhile, the nature of public service, according to Boediono (2003), must contain the principle of simplicity, clarity, certainty, security, openness, efficiency, economy, justice, and punctuality.

h. Public Service Indicators

According to Fitzsimons in Lijan et al. argues that there are five indicators in the public service, namely:

1. Reliability is characterized by the proper and right service delivery.
2. Tangible is characterized by the provision of adequate human resources and other resources.
3. Responsiveness is characterized by a desire to serve customers quickly.
4. Assurance is characterized by the degree of attention to the service ethical and moral.
5. Empaty is characterized by the degree of willingness to know the desires and needs of consumers.

RESEARCH METHODOLOGY

1. Research Method

The method used in this research is descriptive qualitative to solve or answer problems faced in the present situation.

According to Best (2003), a descriptive research method seeks to describe and interpret an object according to what it is. Ali in Hamid Hamadi says that the research was conducted by collection, classification, and analysis or processing of data, making conclusions and report with the main objective is to create a descriptio of the situation objectively.

2. Population and Sample

a. Population

The populations in this study are all employees in immigration office class II Bukittinggi and the entire community served by the women employees. Due to the data services that are served by the women employees not recorded by the office of immigration class II Bukittinggi, the author consider it as unlimited population.

b. Sample

In determining the sample of the object study, the author use the purposive sampling technique for the employees in immigration office class II Bukittinggi, where the sample selected in particular based research purposes. Thus, the sample for employees in immigration office class II Bukittinggi taken 7 (seven) people that have interest and know the problems studied. The samples can be seen in the following table:

Table III.1: Detail total of sample

No.	Sample	Total
1	Head subdivision of administrative affairs	1
2	Head of general affairs	1
3	Head of himan resources	1
4	Head sub section of immigrasion documents service, residence prmit and status	1
5	Counter officer	1
6	Photo and interview officer	2
Total		7

As for the people who come to the immigration office class II Bukittinggi authors use accidental sampling, which is a technique of sample determination by chance. For anyone that by chance meet with the author and have served by the women emplyce in the office of immigration

class II Bukittinggi can be used as a sample because of the population is not limited and if the person who found was willing to be a source of data.

3. Technique of Data Collection

In collecting data the authors receive the data from primary and secondary sources including questionnaires, observations, interviews, library research and documentation (Burhan, 2006).

4. Sources of Data

The data source is divided into two they are primary and secondary.

1. Primary data is data obtained directly from respondents through the interview, questioner and observation.
2. Secondary data is data obtained from data collection techniques that support the primary data. In this research, the results of observations conducted by the authors as well as from the literature such as books, articles, papers, regulations, implementation instructions, and other technical instructions that have correlations with the study.

5. Analysis of Data

In the research descriptive data analysis is used based on the results of the deployment of the questionnaire that has been analyzed through frequency distribution table. From the analysis of these frequencies will be described / interpreted by the author related to the research problem in depth.

The method used in this study, according to Sudjana (1998), is a qualitative analysis. This analysis is used to address the first problem to find out how is the professionalism of women in the public service by using the statistical frequency distribution as follows:

- 1) Total Cumulative of the greatest weight value = total respondents $\times$ the greatest weight of measurement = $45 \times 5 = 225$
- 2) Total Cumulative of the smallest weight = total respondents $\times$ the smallest weight of measurement = $45 \times 1 = 45$
- 3) The greatest percentage value = $225/225 \times 100\% = 100\%$
- 4) The smallest percentage value = $45/225 \times 100\% = 20\%$
- 5) Range value = $100\% - 20\% = 80\%$
- 6) Interval value = $80\% : 5 = 16\%$

By using the statistical calculations of frequency distribution above, the assessment criteria of each variable used in this study, as follows:

Table III.2: Assessment Criteria

Interval percentage	Assessment Criteria
20 – 35	Very poor
31 – 51	Poor
52 – 67	Fair
68 – 83	Good
84 -100	Very good

Source : proceed by the writer

As for determining the most prominent indicator or dominant of the women professionalism in public service at the Immigration office Bukittinggi class II can be determined by commulating all of the answer/ statements which are rated by the respondents from each of the indicators of the variables studied, with the following formula:

$$ID = \frac{\sum I}{\sum TI}$$

Based on the results of the formula above, the highest percentage of each indicator is stated as the most prominent or dominant.

RESULT AND DISCUSSION

1. Descriptive Analysis of the Employee Affairs

Human resources (HR) is very important in supporting organizational performance. In the implementation of a program the implementers are needed in order to execute the program well. Therefore, the availability of sufficient and competent executors in encouraging the success of a program is really needed. To know the state of personnel resources at the Office of Immigration Class II Bukittinggi based on gender can be seen in the following table:

Table IV.1
Characteristic of the human resources by gender

No	Gender	Amount	Percentage
1	Male	24	65%
2	Female	13	35%
Total		34	100%

Source : Data of human resources at Office of Immigration Class II Bukittinggi year of 2016

From the table IV.1 above it can be seen the number of human resources at immigration office class II Bukittinggi, categorized by gender as male 24 (65%) and female 13 (35%). It is very influential to the management work which is more requires a strong physical. Moreover, the table shows that the numbers of male in the office of immigration class II Bukittinggi are more dominant.

As we know that the background and a person's education level affects the knowledge and understanding of the duties and responsibilities. Distribution of HR at the Immigration Office Class II Bukittinggi based on education background can be seen in the table below:

Table IV.2
Characteristic of the human resources basen on education background

No	Education	Amount	Percentage
1	S2	1	2,7 %
2	S1	19	51,4 %
3	D3	6	16,2%
4	SLTA	11	29,7%
Total		37	100 %

Source : Data of human resources at Office of Immigration Class II Bukittinggi year of 2016

From the educational level of employees at the Immigration Office Class II Bukittinggi they are potential to have knowledge and professional attitude to expand their services to the community, as well as increasing the knowledge and expertise to complete the formation to improve the quality of services. As seen from Table 4.2, the number of employees with undergraduate education level (S1) are 19 people, postgraduate education level (S2) is 1 person, 6 people are Diploma and the last high school as many as 11 people.

2. Research Result and Discussion

a. Women Professionalism in Public Service

Based on the results of the questionnaire, the respond of the respondents to the women professionalism in public service at the Immigration office class II Bukittinggi is as follows:

1. Reliability

Reliability is the ability of female employees in providing services to the public such as the ability to keep promises, problem-solving skills and minimize the errors.

In the indicator of reliability of the female employees in the public service consists of four statements which resulted in respondents' answers as in the table below:

Table IV.3: Reliability of female employees

NO Pernyataan	Alternatif Jawaban										Jumlah	
	Sangat Baik		Baik		Sedang		Kurang		Sangat Kurang			
	F	%	F	%	F	%	F	%	F	%	F	%
1a	25	56	20	44	0	0	0	0	0	0	45	100
1b	27	60	18	40	0	0	0	0	0	0	45	100
1c	22	49	23	51	0	0	0	0	0	0	45	100
1d	19	42	26	58	0	0	0	0	0	0	45	100
Rata-rata	51,70%		48,30%		0%		0%		0%		100%	

Sumber : olahan data dari excel 2007 Lampiran 3

The statement No.1a related to the procedure or process of services provided to the public by female employees are categorized Very Good. It is proved from the respondents that expressed very Good by 55.6% and the rest 44.4% chose Good. For statement No.1b about the female employees provide thorough and reliable services to the people, 60% said excellent and 40% said Good. Furthermore, the answer for statement No.1c can be seen that 48.9% stated Very Good and the rest 51.1% stated Good in the way the female employees provide service simply and straightforward to the public. It can be concluded that, the simple and not complicated services given by the female employees is categorized Good. Then for the statement No.1d about the time spent by female employees in serving the people is categorized Good that is proved by 42.2% declared Very Good and 57.8% said Good.

Based on the statements, the conclusion derived as women professionalism involves Reliability and Expertise of the female employees in the public service at the immigration office class II Bukittinggi can be said Very Good. Beside the respondents' answers on the indicators of women reliability/expertise in the public service, the direct observations and interviews conducted by the authors also shows that the process of services are reliable, accurate, easy, not complicated and timely efficient.

2. Tangible:

This indicator consists of four questions about things that are visible in the services provided by female employees in the public service, which results the respondents' answers in table 4.4 as follows:

Table IV.4: Things that visible in public service

Table IV.4: Things that visible in public service												
NO Pernyataan	Alternatif Jawaban										Jumlah	
	Sangat Baik		Baik		Sedang		Kurang		Sangat Kurang			
	F	%	F	%	F	%	F	%	F	%	F	%
2a	14	31	31	69	0	0	0	0	0	0	45	100
2b	24	53	21	47	0	0	0	0	0	0	45	100
2c	5	11	19	42	16	35,56	5	11,1	0	0	45	100
2d	10	22	28	62	7	15,56	0	0	0	0	45	100
Rata-rata	29,40%		55%		12,80%		2,80%		0,00%		100%	

Sumber : olahan data dari excel 2007 Lampiran 3

From the table, question No. 2a regarding the forms of service provided by the female employees to the public as much as 31.1% stated Very Good, 68.9% said Good. In conclusion, the forms of service provided to the public by female employees are categorized Good. For questions No.2b about the clarity of the information provided to the public by female employees, 53.3% of respondents said Very Good and the remaining 46.7% stated Good. The conclusion of the question No.2b about the clarity of information provided to the public by the female employees is classified Very Good. Moreover, questions No.2c related to politeness, a gesture of hospitality from female employees in serving the community shown that 11.1% of respondents said Very Good, 42.2% said Good, and 35.5% claimed Fair and 11.1% expressed Poor. So, it can be concluded that courtesy, hospitality attitude of female employees are categorized Good. Meanwhile, the question No.2d, the equal treatment to every

community got 22.2% as Very Good, 62.2% said Good, and the remaining 15.5% said Fair. So, it can be concluded from the answers that things that are visible on the services provided by female employees at the Immigration Office Class II Bukittinggi in the public service can be said Good.

3.Responsibility

Responsiveness is a willingness to listen and respond to customers in an effort to satisfy the customer. For example, be able to provide true and correct information, do not show arrogance and always provide assistance as soon as possible. On the indicator responsibility or responsiveness of female employees in serving the community consists of four questions, which generates answers of the respondents as in the following table:

Table IV.5: Responsiveness of the female employees

NO Pernyataan	Alternatif Jawaban										Jumlah	
	Sangat Baik		Baik		Sedang		Kurang		Sangat Kurang			
	F	%	F	%	F	%	F	%	F	%	F	%
3a	14	31	31	69	0	0	0	0	0	0	45	100
3b	11	24	34	76	0	0	0	0	0	0	45	100
3c	21	47	24	53	0	0	0	0	0	0	45	100
3d	22	49	23	51	0	0	0	0	0	0	45	100
Rata-rata	37,80%		62%		0,00%		0,00%		0,00%		100%	

Sumber : olahan data dari excel 2007 Lampiran 3

From the table, the question No.3a about the responsive and sprightly attitude of the female employees to serve the public, 31.1% of the respondents expressed Very Good, and the remaining 68.9% said Good. It can be concluded that the responsive and sprightly attitude of the female employees to serve the public can be categorized Good. For questions No.3b about the efforts of female employees to satisfy the needs of the community expressed by the answers as much as 24.4% of the respondents stated Very Good, and the remaining 75.6% said Good. Furthermore, to question No.3c on true and correct information given to the public viewed from the answers as 46.7% of the respondents said Very Good, and the remaining 53.3% said Good. It conclusion, the information are accurately and correctly given by the female employees to the people categorized Good. Then questions No.3d about the dexterity of the female employees in providing services to the community as much as 48.9% stated Very Good and the remaining 51.1% said Good. Of the four questions above, it can be concluded that the responsiveness of the female employees in serving the people is Good.

4. Assurance

Assurance is the ability of the female employees in creating trust and confidence of the customers through their knowledge, courtesy and respect the customer's feelings and also followed by skills in providing information, the ability to provide security for the services offered. In assurance or gurantee indicator consists of four questions, which the answers of the respondents are as the following table:

Table IV.6: Assurance given by the female employees

NO Pernyataan	Alternatif Jawaban										Jumlah	
	Sangat Baik		Baik		Sedang		Kurang		Sangat Kurang			
	F	%	F	%	F	%	F	%	F	%	F	%
4a	26	58	19	42	0	0	0	0	0	0	45	100
4b	29	64	16	36	0	0	0	0	0	0	45	100
4c	11	24	21	47	13	28,89	0	0	0	0	45	100
4d	3	6,7	25	56	14	31,11	3	6,67	0	0	45	100
Rata-rata	38,30%		45%		15,00%		1,70%		0,00%		100%	

Sumber : olahan data dari excel 2007 Lampiran 3

From the table above, the question No.4a of public confidence in the services provided shows that the respondents' answers about 57.8% said Very Good and 42.2% stated Good. Thus, for public confidence in the services provided can be categorized as Very Good. For questions No.4b about the ability of female employees provide security services to the community as much as 64.4% said Very Good and 35.6% said Good. So that, the female employee's ability to provide security services can be classified Very Good. Furthermore, to the question of female employees 4c shows good personality to the community looks of respondents expressed Very Good 24.4%, 46.7% said Good, and 28.9% expressed Fair. From the respondents' answers, it can be concluded that female employees have shown good personality to the public. Then to question No.4d about the pleasant service given to the public by the female employees can be seen from the table as much as 6.67% of the respondents expressed Very Good, 55.6% said Good, 31.1% stated Fair, and 6.67% expressed Poor. It means that, the female employees already provide pleasant service to the community. From the answers of the respondents, it can be concluded that the guarantee provided by the female employees of immigration office class II Bukittinggi to the public in the form of public trust, security, good personal and pleasant services it can be considered Good.

5.Emphaty

Empathy is the the ability or willingness of the female employees to provide personal attention, such as being friendly, understanding and care for the customers'needs. Empathy is needed for continuity of service to the public especially in Passport making services. Empathy includes individual attention given by the office, such as easy service, employees' ability to communicate with the public and to understand the wants and needs of the community.Indicators of empathy by the female employees to the public can be seen from the respondents' answers in the table below:

Tabel IV.7
Female Employees Emphaty

NO Pernyataan	Alternatif Jawaban										Jumlah	
	Sangat Baik		Baik		Sedang		Kurang		Sangat Kurang			
	F	%	F	%	F	%	F	%	F	%	F	%
5a	2	4,4	34	76	9	20	0	0	0	0	45	100
5b	3	6,7	36	80	6	13,33	0	0	0	0	45	100
5c	18	40	26	58	1	2,222	0	0	0	0	45	100
5d	9	20	35	78	1	2,222	0	0	0	0	45	100
Rata-rata	38,30%		45%		15,00%		1,70%		0,00%		100%	

Sumber : olahan data dari excel 2007 Lampiran 3

Based on the table, the question No. 5a about the willingness of female employees to give attention to the public 4.44% declared Very Good, 75.6% claimed Good and the remaining 20% stated Fair. It can be concluded that the willingness of women to give attention is categorized Good. For questions 5b, respect for people's sense obtained 6.67% of the respondents that expressed Very Good, 80% said Good, 13.3% stated Fair. From the diversity of these answers, it can be concluded that the attitude of female employees in appreciating the feeling of community is said Good. Further to questions 5c, about the ability of female employees to understand the needs of the community seen from the answers of respondents stated that 40% Very Good, 57.7% said Good, and 2.2% stated Fair. So, it can be concluded that the ability of women employees in understanding the needs of the community can be said Good. Finally, to questions No.5d, about the ability of female employees to handle complaints from the public as much as 20% of the respondents expressed Very Good, 77.8% claimed Good and the remaining 2.2% stated Fair.

So it can be concluded that the ability of women employees in dealing with complaints from the public can be said Good. Of the four questions on Empaty indicator, the emphaty of female employees in the public service can be said Good.

To determine the professionalism of women in public service at the Immigration office class II Bukittinggi, it is necessary to set the interval percentage range as the presented in Chapter III which analyzes qualitative discussion of the first problem.

To determine the professionalism of women in the public service, it use the ratio between the total score of the assessment answers toward 20 item as much as 3,820 (attachment 3) with the highest total score is $5 \times 45 \times 20 = 4.500$. Result of the ratio is $3.820 : 4.500 = 0.848$ or $0.848 \times 100\% = 84.8\%$. If adjusted with the table III.3 (Chapter III) of the assessment criteria, therefore the value of 84.8% at a percentage interval range between 84 -100. These results indicate that the professionalism of women in public service at the Immigration office class II Bukittinggi is Very Good.

Besides, it is supported by the results of interviews with male employees who say that the professionalism of women is Very Good views from their attitudes and daily behavior within the organization. For example, discipline in starting and completing the service, capable of doing the job which become their responsible, the attitude in delivering services to the public. In addition, the female employees in the work understand and implement the role, duties and responsibilities very well in the field of immigration.

Meanwhile, prominent or dominant indicator of professionalism of women in public service at the Immigration office class II Bukittinggi determined by the sum total score from each of these indicators, as presented in the table IV.9 as follows:

Table IV.8: Rating of Percentage Distribution of Women Professionalism in Public Service Based on Indicators Research.

No.	Indicators	Σ	%
1.	<i>Reliability</i>	813	21,28
2.	<i>Tangible</i>	737	19,29
3.	<i>Responsibility</i>	788	20,63
4.	<i>Anssurance</i>	747	19,56
5.	<i>Empaty</i>	735	19,24
TOTAL		3820	100

Source : Attachment 3 proceed by the author

Based on the table, the most prominent or dominant indicator on the professionalism of women in the public service at the Immigration office class II Bukittinggi is Reliability because it has the biggest contribution as the total of 21.28%. The result is related to the capabilities of female employees at the Immigration office to provide services in accordance with the expected community, such as the ability to keep promises, problem-solving skills and the ability to minimize errors.

2. Obstacles encountered by the Female Employees in Public Service Immigration Office Class II Bukittinggi.

In carrying out their work, many problems faced by the female employees at the office of immigration class II Bukittinggi. Some of the obstacles encountered are:

1. Impatience applicant/ community to be served immediately.

Community generally believes that they are not satisfied with the services provided although the officers have been try as hard as they can. On one hand, we should not blame either the service provider or the service receiver. An understanding for each other between the two in order to provide a quality service is needed. From observations and interviews with the female employees at the immigration office class II Bukittinggi, they find that the communities often behave unprofessional such as being impatient at waiting/ queuing. Moreover, they often came to the desk clerk before being served and always asked for their turn. By arrangement to wait in line starting at 07:30 up to 12:00, some of them urged and asked the officer to open the services after 12:00 pm with various reasons of delays that are made against officers. Instead, all of the provisions of services are based on standards of public service that is has been governed by Constitution. But in fact, the applicants are still urged the officers to be served on that day, while female employees themselves are serving people. So that,

the people are being served are disturbed and felt unsatisfied for the service provided. With the lack of community professionalism, it gives excessive work for women employees, especially who serve passport applicants should check the completeness of documents that require precision and concentration to avoid mistakes.

2. Lack of public understanding of the procedures

In general, the public has to understand that any deal with the government have to go through the procedures and meet the requirements of the service, in accordance with the needs of the type of service. Concerning the public's understanding of the service procedures, results of the interview with the woman employees that they are overwhelmed dealing with the public who often come to the desk clerk despite having been given explanation for many times. Thus, they feel annoyed although the job requires them to be friendly, polite and smile while giving services. With these conditions, it makes the female employees uncomfortable in providing services to the community.

3. Sharing time between family and work

The problems face not only seen from internal factors or within the working area, but also from external factors outside the work environment. As we know that women have the responsibility as a housewife. At the same time, they also demanded as workers which require professionalism. With many roles that should be run by women, undoubtedly women have experienced a double burden in their life. Therefore, women should be able to balance between public and personal life.

Based on the interview, the obstacles in their work is the sharing time between work and family where both need their professionalism. For example, while having a problem outside the environment of the organization like the children in a state of ill, as a mother they will carried the anxiety feeling that lead to dedication to work is reduced.

4. Factors of depression and fatigue

Factors of depression and fatigue can be seen from the observation of the author and the data that support the results of an author interview with a female employee (Mrs. Susanti) where the service officer looked exhausted by the number of personnel on the part of service personnel not balance with the number of people who come to the immigration office class II Bukittinggi. About 75 -150 people per day causing the clerk to be overwhelmed to serve the public. In addition, the lack of public understanding of the procedures give more work load that can cause depression coupled with the problem of sharing time between the family and her work at the office resulting work to be done in a hurry and deadline, the inner atmosphere and mood are changing every day.

3. Efforts to overcome the obstacles encountered by women professionalism of in public service at the immigration office class II Bukittinggi.

As for the efforts made to overcome the existing obstacles including:

1. Implementing the service based on a new line system

Through the Directorate General of Immigration, Immigration Office Class II Bukittinggi imposes a queue system for a passport with the new system. Head of Immigration Office Class II Bukittinggi Teguh Cahyono, BA said that the queue system for a passport with a referral to the new system of the Circular of the Director General of Immigration Number: IMI-GR.01.01-0047 2016 on Passport Queue Service of Republic of Indonesia to the system timing constraints starting from 07.30 am up to 12.00 WIB. He explained that this breakthrough is useful to realize the service of passport publishing to meet the principle of certainty, quickness and simplicity. This system is much better than the previous system which used a quota system. As a result, many people who are not well served. So that, the restriction line with quota restrictions need to be converted into filing for a passport through a time limit.

Thus it is clear that the public's impatience was returned to themselves with clear rules can not be denied. It means that, the officers' unprofessional service depends on the professionalism of the community itself.

2. Provide an explanation and understanding

Provide an explanation and understanding in the form of knowledge of the immigration service procedures to the Security Officer/ Security Guard, in order to facilitate the public to obtain information about the procedures and services that ultimately can ease the workload of service personnel in dealing with the public. Then, the Service Officers can run their effectively and efficiently as well as to the point of service. This also supported with banners in a strategic area that is close to the community to provide services in written form.

3. Compensating

Compensation is everything received by employees as remuneration for their work (Agussalim, M, 2011). As revealed by Mr. Ershad that:

".... The provision of compensation to employees must be based on the consideration and must be adapted to the circumstances themselves as a female employee at the time she is working to serve the community, hear from her home that her son is sick and therefore she asked for permission from her boss to go home early. In addition, the forms of compensation given are permission for leave, maternity leave, sick leave, permission because there is a need and others".

4. Improving Relations between Human

Human Relations is needed by everyone, especially employees of Immigration office Class II Bukittinggi because it will help them to communicate and understand the people nearby, which finally can avoid or at least reduce miscommunication.

Human relations have narrow sense is an interaction in work situations in an organization whose purpose is to awaken a person to work productively and have a decision.

Here is the role of a leader that should be able to use the approach to human relationships with his employees in order to achieve the goals that have been formulated in a way to communicate humanly (Tarmas, 2010).

Form of relations made by leaders that expressed by Mr Rahman Antoni Aziz are harmonious relationships with female employees as did having small talking during the hours of rest in order to reduce the level of depression of the workload and having recreation and reflection with all employees on a certain time. As he said ".... Recreation is aimed at creating a balance between work and rest, but it can develop a good relationship between superiors and subordinates as well as the relationship between employees, then it can be useful for health and employee satisfaction".

5. Motivate the Employees

According to Irham Fahmi (2013), motivation is related to the level of work done by a person in pursuit of a goal that is closely related to job satisfaction and performance.

Similarly states by Mrs. Ernawati as a leader and as a woman, she is aware of her task as a leader and a woman (mother) where she uses instinct of motherhood to motivate her employees by knowing their wishes, encourage them to grow, help them to achieve the ambitions and objectives, make them feel important and necessary, listen to their needs, discuss the results that have been achieved and the disappointment they feel, giving compliments, trying to understand and maintain their image.

6. Implement Training

Based on the results of interviews with Mrs. Widia Nazinda about the efforts in addressing the constraints faced by the professionalism of women in public service, she says: "... There is a training for all employees before they were placed there, given trials to the human resources whether they are able or not. They can work in that place but surely they need assistance".

To enhance the quality of the employees including good skills, knowledge, expertise and mentally, given upgrading through training or exercises and other educations.

7. Education for Immigration Officer (DIKPIM)

DIKPIM is a special education of immigration held to develop human resources who have good knowledge, skills, and attitudes and behavior in implementing the tasks and functions of immigration

where the female employees have the opportunity to conduct a technical education in the field of immigration for 1 year.

Based on the results from author interviews with respondents about the efforts made to overcome the obstacles that exist on the professionalism of the women at the Immigration Office Class II Bukittinggi, is by implementing a system of a new lines, give an understanding to the public about procedures, remuneration, increase the human relations, motivate employees, implement education immigration for officers, and before engaging in work they should be trained first.

Conclusions and Suggestions

a. Conclusions

As the title of this paper "Womens Professionalism in Public Service in the Office of Immigration Class II Bukittinggi" and based on the previous discussion, the authors can provide some conclusions as follows:

Professionalism of women in the public service is the ability and talents of a woman in providing services to people who refer to the attitude and commitment of the profession to work on time and relating to work cycl. So, it may be reflected in everyday behavior in organizations.

Professionalism of women in providing services at Immigration office class II Bukittinggi is categorized Very Good. This is proven by 84.4% of respondents stated that by relying on the expertise, skills and knowledge will produce the readiness of employees in the implementation of immigration service that is disciplined in starting and completing the service, capable in doing the job, the attitude in delivering services to the community, which the female employees understand and implement their role, duties and responsibilities well in the field of immigration.

While the dominant indicators on the professionalism of women in public service at the immigration office class II Bukittinggi is reliability because it has the biggest contribution that amounted to 21.28%.

b. Obstacles encountered by women Professionalism in public service at the Immigration office class II Bukittinggi are:

- a) unprofessional communities served as seen in the impatience of the community to be served immediately,
- b) Lack of public understanding about the procedures
- c) difficult in sharing of time between work and family so-called dual role of women
- d) Factors of depression and fatigue.

c. Efforts to overcome the obstacles encountered in the professionalism of women in public service at the Immigration office class II Bukittinggi are:

- a) Implement a new line of service based systems
- b) Provide an explanation and understanding
- c) Compensating
- d) Improving human relations / human relations
- e) to motivate employees
- f) Implement Training
- g) Education for Immigration Officers (DIKPIM)

d. Suggestions

In order to increase the professionalism of Women in Public Service Immigration Office Class II Bukittinggi then suggested:

- a. Professionalism Women in immigration service classified as very good thus, it needs to be maintained and even further enhanced.
- b. Adding employees at the service of passport registration so that, the number of people who come take care of their passports are not overwhelmed in serving the community.
- c. In case the passport making at the Immigration Office Class II Bukittinggi, the community should follow the existing procedures, wait for the queue, follow the schedule that has been set and avoid using the services from brokers.

- d. For the public are advised to participate by filing complaints against public complaints and criticism and constructive suggestions in order to obtain sufficient information for employees in improving their performance.

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