

ABSTRACT

The administration of public services is an attempt by the state to fulfill basic needs and rights. Since the era of reform, the implementation of public services in terms of placement of employees in a public administration institution was found to be incompatible with their educational background or expertise. This placement is not in accordance with the principles of professionalism but is based on the principle of understanding. This clearly does not fit into any general principle of staffing which mandates that officials must be placed in the same position (the right man on the right position). One form of public service is service to the community. In Jambi City, Beliang Village being one of the foremost sub-districts is obliged to give service to the community. This makes writers interested to see how the professionalism of employees in carrying out their main duties and function at Beliang Jambi village and how to improve professionalism employees in the community Beliang Jambi in providing services. This research using qualitative research. Data collection was done with interviews, observation, and documentation. The data obtained were analyzed qualitatively and described descriptively. The result of this study indicates that the professionalism of employees in implementing the main tasks and functions is to improve the service in the Beliang Jambi village is still not optimal. This is seen from the placement of employees who have been selected through employee recruitment, however, there are several complaints from the community, namely the existence of damaged facilities and infrastructure, service procedures that take a long time, as well as service procedures which is not transparent which must be clarified. In addition to that, the community too strive to increase the professionalism of employees main tasks and function through the division education and training.

Keywords: Public Services, Professionalism, Employees Main Function