

The Effect of Supervision and Professionalism on Staff Performance at the Office of Social Affairs in East Jakarta Administrative City

Dr (Cand) Novianita Rulandari, S, AP, M,Si

Doctoral Program of Universitas Pajajaran

Postal Address: Jalan Bukit Dago Utara No 25 Bandung 40135
Indonesia

Abstract

This study was conducted to analyze the influence of supervision and professionalism on the performance of staff at the Office of Social Affairs in East Jakarta Administrative City. This study took the sampling as many as 50 respondents of 156 staff (study population). This study used quantitative descriptive approach in which 2 independent variables and one dependent variable with its dimension and indicator become the basis of the study in primary data collection through questionnaire distribution. Each respondent was given a total of 36 closed ended questions. The research shows that there is a positive influence of supervision and professionalism on staff performance at the Office of Social Affairs in East Jakarta Administrative City both partial and simultaneously which finally build causality relation mechanism.

Keywords: *supervision, professionalism, performance*

1. Introduction

Public service is the responsibility of the government and implemented by government agencies, either central government, regional government or the environment of the State Owned Enterprises. Public services are in the form of public goods and services. Nowadays people are increasingly open in their criticism of public service. Therefore, the substance of the administration is significant in organizing and directing all activities of the service organization in achieving its objectives

In the conduct of governance activities and development, the role of civil servants is very important. The reason is that civil servants are the elements of the state apparatus that carry out governance and development in order to achieve national goals. Recognizing the importance of the role of public servants, the government has carried out plenty of activities to empower civil servants in order to have the ability and optimal performance in achieving the national goals. It is also described in Act No. 43/1999 on the principal of personnel stating that the smooth implementation of the task of governance and national development is highly dependent on the perfection of the state apparatus, especially civil servants.

Performance on service includes work, pace of work, work performed in line with customers 'expectations, and timeliness in completing the work. The complaints often heard from people associated with the government apparatus are not only concerning the convoluted service due to bureaucratic rigid and the behavior of individual apparatus that sometimes less friendly, but also the performance of employees in this case timeliness in providing services. In addition, also the quantity and quality service are still very low.

The performance of employees in the Office of Social Affairs of East Jakarta rated less than the maximum; even there is a tendency to decline. The decline can be seen in the work accomplishment which is not in accordance with the standard operating procedure (SOP) that is used as a reference implementation of tasks and jobs for employees in the Office of Social Affairs of East Jakarta. The efforts to change good government to good governance are not that easy. The reason is that there are a lot of aspects, problems and obstacles that must be criticized, addressed and overcome with a more integrated approach to all the competent authorities. In this context, the success of ensuring good, transparent and accountable governance can be viewed as an integral part of the development of organization's members, since all personnel resources within the government bureaucracy is the most important part of a government organization.

The performance of East Jakarta Social Affairs staff has not shown optimum results, both in terms of quantity and quality. The less optimum performance is shown from the less professional work in terms of readiness and capability of personnel resources in accomplishing their duties and functions, the low level of task completion as well as violations of rules, done by the employees as a result of lack of supervision. Supervision is to curb such acts and repression of corruption, collusion, nepotism, abuse of power, leakage and wastage of state assets, extortion and other abuses actions violate both the applicable laws and regulations and which is contrary to government policy and impede development.

East Jakarta Office of Social Affairs has the task of carrying out the coordination, technical guidance, control, analysis, evaluation, policy deployment and execution of social tasks based on state laws and regulations. With the broad duties and functions, then the logical consequence is that non-optimum performance will certainly impact on the social administration, social equity management and service to the society at large.

To realize the vision and mission have been set, professional human resources are demanded. This means that in carrying out the duties, they should have capability, high discipline in performing task, work result oriented and high integrity in order to carry out the vision and mission of the organization. Capability is very important for the bureaucratic apparatus in the rapid development of information, science and technology. Such a rapid development will not be responded well if it is not supported by capabilities of activities / programs / policies implementers of the organization. With high capability, employees will be encouraged to work with result oriented, which further increase the moral and ethical integrity to interact well with colleagues, subordinates, superiors, or with parties outside the organization.

Against such a phenomenon, the author assumed that the implementation of effective supervision function and professionalism of the bureaucratic apparatus are two determinant factors which positively influence the performance of employees in the Office of Social Affairs in East Jakarta. The assumption which is based on such concept of thoughts might reasonably be regarded logic. However, the fact is not necessarily true, because the reality of the phenomena which have been criticized can be different from those assumed. Therefore, there should be an approach to research on phenomena which have been criticized.

Based on observations conducted by previous researchers, there were still some problems that indicate poor quality of employees that directly or indirectly affect the performance of the employees themselves like; mastery of working areas, rigid leadership, lack of supervision, less conducive organizational climate, low level of discipline to the less cooperation between the apparatus. Therefore this study will focus on analyzing how is the influence on the supervision performance and professionalism of staff of the Office of Social Affairs of East Jakarta Administrative City.

Literature Review

Definition of Supervision

Supervision is a management function which ranks at the bottom, but that do not mean that the function is less important means of other functions for supervision has actually been around since the establishment of the organization structure itself. Supervision means: determining the has been done, that evaluate the performance and if necessary apply corrective measures so that the work will correspond with plan. In an organization or company, supervision is frequently done by a leader to his subordinates in the delegation of authority, duties and responsibilities. Supervision in the context of management is to oversee all of the tasks done by the subordinates in order to avoid mistakes, both technical and procedural errors.

Supervision carried out by leaders to subordinates in every organization is somewhat different. Supervision in social organizations will not be the same as that of the company since the social organization is supervised directly by the society, while in the company supervision is done by the management, commissioners, investors or shareholders, either directly or indirectly. So is the case of organizations and institutions in every element of government at central and regional level. In this context, according to Winardi (1983: 379): "Supervision means: determining what has been done. It means evaluating the performance and, if necessary, implements corrective measures so that the results of work will be in line with the plans". Fayol, one of the pioneers of management science as quoted by Harahap (2001: 10) argues that supervision includes checking whether all the efforts going on in accordance with the set plans, orders issued, and its ideals. It is also intended to identify the weaknesses and mistakes to be avoided in the future occurrence.

Supervision (controlling) can be considered as an activity to locate, correct crucial irregularities in the outcome of the planned activities. Supervision is done by the leaders of the duties and obligations in leading an organization, company or government agency. The direction and purpose of supervision is a manifestation of increased efficiency, effectiveness, rationality and order in the achievement of objectives and the implementation of tasks of an organization, company or government agency. Indonesian State Administration Agency (1997: 159), suggests that supervision results should be used as input by leaders in decision-making, namely to: (1) stop or eliminate errors, irregularities, fraud, waste, barriers and disorder, (2) prevent the recurrence of errors, irregularities, fraud, waste, barriers and the disorder, (c) find ways to better or builder that has been good to achieve the objectives and implement the organizational tasks. Winardi (1983: 381) argues that the regulatory process is comprised of a process that is shaped by three kinds of measures that are universal, namely : (1) measuring the results of work,(2) comparing the results of work with the standards and ensure the differences (if there is a difference); and (3) Correcting undesired deviations through corrective action. The above opinion is in line with that of Taliziduhu (1989: 48) which says that in the management process, in order that the regulatory process can run, it is necessary to fulfill the following requirements: (1) Norms, rules or standards, (2) Business monitoring activity regulated by norms, (3) Adequate information, trustworthy and available in a timely manner, about the activities and results of the intended activities, (4) Evaluation, which is the ratio between the norm with information, (5) Decision to establish the results of those evaluations, (6) Decision making action.

Based on the above description, an understanding can be drawn that the standard-setting needs to be done in order to get exact measurement to determine whether the implementation is compliance with the standards or not. In the government institution, supervision of a chief or a leader is very important, since an error in task implementation can influence the work system of a government. One of the factors that affect the control system on the work of a leader in government institution is the Embedded Public Control Authorities. According to Law No. 28 of 1999, article 1, paragraph 2 states that State Officials who are clean and free from Corruption, Collusion, and Nepotism is the ones who obey the general principles which are free of corruption, collusion and nepotism and other reprehensible acts. State officials are officials who carry out the functions and duties substantially, with regard to the implementation of state. Officials in the government can be said to be civil servants. In connection with the public servants performing their duties in the interests of the people, because in fact the civil servants working for the provision of services to the society. On this basis, there has to be a scope of supervision in order to avoid confusion in conducting surveillance.

This is described in Presidential Instruction No. 15 of 1993 which explained that the scope of supervision is the Government General Activities; The policies made by the subordinate apparatus; Implementation of development plans; Control and management of financial / wealth of the country; Activities of State-Owned Enterprises and Regional Owned Enterprises; Government officials and activities that include elements of institutional, staffing and management. Each leader of government institution or of units within the apparatus, both structural and extra structural such as projects, teams, committees, working groups and others have a duty and responsibility. For that reason, leaders must always strive to be able to know as early as possible occurrence of irregularities, obstacles, errors and failure happen to achieve the objectives and the tasks of the working unit led. Leaders should overcome problems as soon as possible and take follow up action. Leaders must determine the extent of problem arises then formulate the level of the problem. In addition, the good policy must be maintained and improved. All this can only be realized well, if leaders can develop management systems that each subsystem can help a leader in overcoming the problem. In that context, as a supervision guide, leaders must be able to provide direction and guidance to their subordinates. Leaders should also be able to know whether their subordinates have worked in accordance with the authority and responsibility, with efficient and effective manner. In this case, Indonesian State of Administration Agency (1997: 174) argues that leaders require and create the means of surveillance which includes: (1) Organizational Structure which is created to provide clarity on the position of the functions, powers, responsibilities, division of duties as well as the relationship between one position to another, (2) Policy Implementation in which every leader of an institution / work unit in shall prepare a policy implementation as a guide for each executive within the agency / unit works, (3) Work Plan which is needed by every leader of an institution / work unit to provide clarity on goals, objectives, indicator of success, the conduct, timing and resources required, (4) Recording and Reporting which are needed to control the execution of activities, and make an assessment of employee performance,

(5) Personnel Development which serves as an activity undertaken by each institution head / work unit in an effort to improve the ability, spirit and morale and discipline of every employee in performing the duties they are responsible for, (6) Task Execution support which should apply the standard forms, and specific work equipment.

Based on the above explanation, it can be concluded that surveillance is an assessment of the process and results of the effectiveness of various aspects of the administrative and technical work implementation performed by functional and structural supervision from superiors to subordinates. Furthermore, the author obtained the conceptual definition of control variable can be assessed and described through three (3) supporting dimensions, namely dimension of standard supervision, dimension of comparative work results with the standard supervision, and dimension of corrective action.

2. Definition of Professionalism

As in the case with management, professionalism (skill / expertise) has been defined in many different ways by many different people. For a long time, the sociological analysis of professional work has differentiated professionalism, as a special means of organizing work and controlling workers, and in contrast to the hierarchical, bureaucratic and managerial controls of industrial and commercial organizations. Change is a constant feature of professional work but the speed and prominence of change is growing as increasingly professionals (such as doctors, nurses, teachers, social workers) now work in employing organizations; lawyers and accountants in large professional service firms (PSFs) and sometimes in international and commercial organizations; pharmacists in national (retailing) companies; and engineers, journalists, performing artists, the armed forces and police find occupational control of their work and discretionary decision-making increasingly difficult to sustain (Adler et al. 2008 ; Brante2010 ; Champy2011).

Has-been (2001: 25) states that good apparatus should have the following requirements:

1. *Teaching Skills.* Skills to educate, teach, guide, instruct and transfer knowledge.
2. *Communication Skills.* Skills both oral and written effectively, such as good writing, clear voice, and understandable words.
3. *Personality Authority.* Authority in execution of duty. Officials must behave well; have pleasant personality, recognizable abilities and skills.
4. *Social Skills.* Proficiency in the social field in order to secure the trust and loyalty, helpful, objective and willing to learn and able to respect the other people's opinion.
5. *Technical Competence.* Officials must have theoretical and technical competencies and at the same time become excellent problem solver.
6. *Emotional stability.* Officials should not prejudice to the task in hand, should not be quick-tempered. They should develop openness, and objective values.

From the above opinion, it can be concluded that an apparatus should have the good ability or proficiency in matters relating to their respective sectors and can apply for the achievement of objectives in accordance with what is expected. According to Nitisemito (2002: 35) the right apparatus is "someone who is smart and able to express himself clearly". From the above description, and refers to the duties and functions of the Office of Social Service in East Jakarta, professionalism can be summarized as a dimension of understanding and ability of employees, officers or officials on the overall factors work and have quality mental attitude that corresponds to moral values and ethics in the work environment.

In this dimension, an apparatus can be said to be a professional when he has at least the following matters: (1) Compliance of attitude and behavior with the principles and standardization of profession or work as an employee of the Office of Social Services of East Jakarta as stipulated in the laws and regulations, including those governed by the prevailing leadership in the working environment, (2) Basic knowledge and technical capabilities in according to the demands, problems and challenges of the job, and have supporting knowledge such as administration and management, leadership, social communication, law, economics, and computerization. From the above formulation of the definition of professions, the author concluded that a professional job is different from other jobs, as a profession requires specialized abilities and expertise in carrying out its duties and functions. Thus, an employee or professional apparatus in essence will perform services that is based on professional capabilities and solid philosophy that must be owned by the professionals.

To foster and enhance the professionalism of civil servants, it is necessary to develop a professional relationship which is harmonious and objective. According to Zamroni (2000: 56) systematically the development of this professional relationship requires: organization or institution, forms of activity, mechanism, practical professional standards.

Apparatus is meant people who work in government or in general referred to civil servants. Then in an operational context, the word "apparatus" means: a person who is not only responsible to the leader or supervisor in carrying out his duties, but is also responsible to the party who has given the duty and authority to the leaders or agency where he works, although the responsibility to the other party was not directly. Referring to the such dimensional demands, 7 General Principles of State Organization, namely: Principle of Law, Principles of Code of Conduct, Principle of Public Interest, Principle of Openness, Principle of Equality, Principle of Professionalism and Principle of Accountability, listed in Act No. 28 of 1999 on Organization of State must be clean and free from corruption, collusion and nepotism, seems to be an reference for the performance of all personnel.

From the above explanation, it can be seen that the duties and role of the civil servant is very important to whom the country entrust the governance and development. Therefore, civil servants should be able to mobilize and facilitate the implementation of the governance and development for the sake of the people. Furthermore, the conceptual definition of professionalism variables can be assessed and described through three (3) supporting dimensions namely: dimension of Professional Work View, dimension of Professional Work Attitude, and Professional Work Strategy.

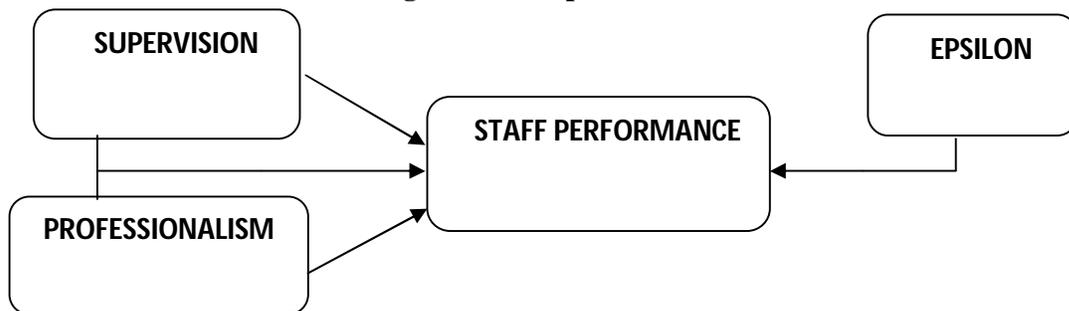
Definition of Performance

The word "performance" is generally defined as a means and results achieved by a person or a group or an organization in carrying out its work. Employee performance can be translated as a process, procedure, and the results of work undertaken by the employee. Hunt and Osborn (1991: 59) define performance as the quantity and quality of the task achievement, either committed by individuals, groups or organizations. Further it is said that the performance can be measured by individuals, groups or organizations. High or low performance can be seen from the quantity and quality of its work achievement. The quantity aspect refers to the workload has been set, while the quality of the work can be seen from the manageability of the work has been carried out.

Meanwhile, according to Levesque (1992: 248) "Performance is we do and the result produced by carrying out job functions, or something that is done and the results achieved were made through the implementation of these functions in a job." Gordon (1993: 14) argues that the performance was a function of employee's ability, acceptance of goals, level of the goals, and the interaction of the goal with their ability". The above opinion explained that the performance contains four elements, namely: 1) ability, 2) acceptance of the organization's goals 3) the depth of the objectives achieved and 4) interaction between the goals and capabilities of the members of the organization.

So, professionalism is a set of values that apply in a job, and the dynamic nature actualization follow the dynamics of the work itself, that every job has its own attributes. With the theory which is stated above and assumptions towards the phenomenon of the research object, the framework can be expressed by the following scheme:

Figure 1. Conceptual Framework



Based on such a framework, prior to the research, the author need to propose a temporary answer to the problem that will be examined in this study that: Monitoring and Professionalism have positive and significant impact on employee performance in the Office of Social Services in East Jakarta Administrative City.

Research Methodology

To discuss the data obtained through research activities, the author used the Quantitative Descriptive Analysis. Quantitative Descriptive Analysis Techniques is the interpretation and measurement of data research in the form of numbers or figures.

In this case, Sudjana (1996: 4) describes as follows: Data in the form of numbers are called quantitative data, the price changes, or are variable. Of the value, data are grouped into two classes of quantitative data: data with discrete variables or simply discrete data and data with continuous variable.

This study uses linear regression model as a tool of analysis. From the analysis, we found the responses percentage of dependent variable of officers' performances influenced by independent variables of Supervision and professionalism. The study used quantitative descriptive approach in which two independent variables and the dependent variable, with the dimensions and indicators become the basis of researcher in collecting primary data through questionnaires dissemination. The operational definition of supervision variable is the elaboration of these variables into 3dimensional problem that includes dimension of Standard Supervision, dimension of Work Comparison with Standard Supervision and Improvement Measures dimension (Juhir 1998: 33).

Professionalism is a dimension of understanding and the ability of employees, officers or officials on the overall factors of jobs and has quality of certain mental attitude which corresponds to moral values and ethics in the work environment (Philips 1991: 43 as cited in Goss (1996)). Employee performance is the overall elements and processes that combine in an organization, in which there are the peculiarities of each individual, organizational behavior or pattern of the overall work, work processes and the results of the work, or the achievement of certain goals. Operational definitions of variables of Officer Performance at the Office of Social Service of East Jakarta is the translation of these variables into 3dimensional problem that includes dimensions of Work Effectiveness, dimension of Work Efficiency and dimension of the Deliverables.

Data Collection Techniques

Data collection techniques used in this research is: 1) literature study and questionnaire. In a literature study, the author got information's from books, documents, papers, and references that are considered relevant. Literature study was carried out to the various sources of data relevant to the needs of research. 2) Questionnaire distribution to 50 respondents. Questionnaires consist of 36 questions.

In my research I used self-completion questionnaire as one of the research instruments because of its advantages to this particular research. The advantage of self-completion questionnaires among others; they can be completed at the respondent's convenience, which proved to be useful especially when collecting data from the teachers whose availability was not always forthcoming (Anderson, 1998; Gray, 2004; Robson, 2002; Sarantakos, 1998). These kinds of questionnaires also allow for the collection of data on values, attitude and beliefs in a simple, cheap and time-efficient manner. The questionnaires were distributed to respondents working at the Office of Social Service of East Jakarta Administration City.

Research Sampling

The population that became the object of the research is the whole officers who work in the Office of Social Service of East Jakarta Administration City totaling 156 staff, while the sample used as respondent is as many as 50 officers who served in the Office of Social Service of East Jakarta Administration City. (Machine and Campbell in the Al Rashid (1994: 20).

Validity and Reliability

After the completion of data analysis, then validity and reliability of the study was done so that the data obtained will be valid, reliable and objective. Validity is the degree of accuracy of the data that happens to an object with the power to research reported by the researcher. In terms of reliability, Susan Stainback (1988), states that the reliability with respect to data consistency and stability of the data or findings.

In quantitative research, the main criterion to the research data is, valid, reliable, and objective. Validity is the degree of accuracy of the data that happens to an object with the power to research reported by researchers. Thus the valid data is data "not unlike" between the data reported by the researchers with data that actually happened on the object of study.

In quantitative research, in order to obtain valid data, reliable and objective, the research is done by using valid and reliable instruments, carried out on samples close to the number of population and data collection and analysis is done in the right way. In quantitative research, in order to obtain valid and reliable data, the instruments were tested for ensuring the validity and reliability, whereas in qualitative research, the data were tested as stated by Susan Stainback (1988). Therefore, the author made sure that the instruments used in this research is reliable because the instrument and data analysis is in conformity with the requirements in quantitative research. Questionnaires were piloted to 3 (three) staff prior to distribution to avoid bias meanings.

Research Findings and Discussion

After the validity and reliability of all the variables then researcher continued the analysis of to the hypothesis testing. The result of the first hypothesis testing result is as follows:

1. The Control Influence (X1) against Staff Performance in the Office of Social Service of East Jakarta (Y), based on the result of the study with statistical calculations shows that the path coefficient between the Supervision towards employees performance of The Office of Social Affairs of East Jakarta Administration obtained figures for 2587 research $t > t$ table amounted to 2,021. In addition to comparing the research significance $0.013 < 0.05$, it can be concluded that H_0 is refused and H_1 is accepted. This means that there is a linear relationship between the Monitoring and the Staff Performance in the Office of Social Affairs of East Jakarta Administration City. The influence of Supervision towards the staff performance in the Office of Social Service of East Jakarta Administration City is 0.368 or 36.8%.
2. The second hypothesis Test Results: The amount of Influence Professionalism (X2) on Staff Performance in the Office of Social Affairs of East Jakarta Administration (Y). Research figures obtained by 3,182 $t > t$ table amounted to 2,021. In addition to comparing the research significance $0.025 < 0.05$, it can be concluded that H_0 is refused and H_1 is accepted. This means that there is a linear relationship between professionalism with Performance Officer at the Office of Social Affairs of East Jakarta Administration City. The influence of professionalism on staff performance in the Office of Social Affairs of East Jakarta Administration City is 0.453 or 45.3%.

To view the influence of supervision and professionalism simultaneously on Staff Performance in the Office of Social Affairs of East Jakarta Administrative City, it can be seen from the statistics calculation results in a table model summary (table 1), particularly the number of R Square:

Table 1

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.769 ^a	.592	.574	3.62169

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y

The magnitude of the numbers R square (r^2) is 0592. The figure is the number of the influence of supervision and professionalism on Staff Performance in the Office of Social Affairs of East Jakarta Administrative City by calculating the coefficient of determination (CD) using the following formula:

$$CD = r^2 \times 100 \%$$

$$CD = 0,592 \times 100 \%$$

$$CD = 59, 2 \%$$

The figures mean that the influence of Supervision and Professionalism simultaneously on Staff Performance is 59.2%. The remaining balance of 40.8% (100% - 59.2%) is influenced by other factors. To determine whether the regression model is correct or incorrect, hypothesis testing is required using the number F as indicated in the table below.

Table 2: Linear Relationship Hypothesis Test Results between Variables**ANOVA^b**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	893.780	2	446.890	34.071	.000 ^a
	Residual	616.480	47	13.117		
	Total	1510.261	49			

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y

Testing is done in two ways. First, by comparing large numbers of F research with F table, where F research from SPSS is $34.071 > F$ table at 3:19 and the second way is by comparing the level of significance (sig) of calculation results with a significance level of 0.05 (5%). Based on the results obtained, hence H_0 is refused and H_1 is accepted. This means that there is a linear relationship between supervision and professionalism with Staff Performance in the Office of Social Affairs of East Jakarta Administrative City. Thus the regression model is feasible and correct. The effect of Supervision (X1) against Employee Performance in the Office of Social Affairs of East Jakarta Administration (Y): Correlation coefficient (r) between the variables of Supervision (X1) and Employee Performance in the Office of Social Affairs of East Jakarta Administration (Y) is 0.607. This shows the close relationship between Supervision and Staff Performance in the Office of Social Affairs of East Jakarta Administration City. Positive direction of relationship indicates that the higher the Supervision is, the higher the staff performance is achieved and vice versa. The lower the monitoring is, the lower the staff performance at the Office of Social Affairs of East Jakarta Administration City is achieved.

The effect of Professionalism (X2) on Staff Performance in the Office of Social Affairs of East Jakarta Administrative (Y): Correlation coefficient (r) between variables of Professionalism (X2) with Staff Performance at the Office of Social Affairs of East Jakarta Administrative (Y) is 0.674. This shows the close relationship between professionalism and Staff Performance at the Office of Social Affairs of East Jakarta Administrative City. Positive direction of relationship indicates that the higher the professionalism is, the higher the Staff Performance at the Office of Social Affairs of East Jakarta Administration City is achieved and vice versa. The lower the professionalism is, the lower the employee performance is achieved.

Thus, the influence of the positive correlation indicates that among the variables correlated, there is a causality relationship, where the variable of Professionalism is positioned as antecedent factor (which proceeds) and the variable of Staff Performance is positioned as a consequence. In other words, one of the factors causing non-optimal performance of the staff in the Office of Social Affairs in East Jakarta Administrative City due to non-optimum professionalism. Based on hypothesis testing and measurements, then the description of Causality Professionalism is positioned as antecedent variables and Staff Performance is positioned as consequence variables. The effect of Supervision (X1) and Professionalism (X2) simultaneously on the Staff Performance (Y) is as follows: The Correlation Coefficient (r) between Supervision Variable (X1) and Professionalism Variable (X2) on Staff Performance at the Office of Social Affairs of East Jakarta Administrative City (Y) is 0.769. This shows the close relationship between Supervision and Professionalism with the Staff Performance in the Office of Social Affairs of East Jakarta Administrative City. The positive direction of relationship indicates that the higher supervision and professionalism are, the higher performance is achieved and vice versa. The lower supervision is implemented, the lower professionalism of the Employee Performance will be achieved.

Conclusion

Based on the above discussion and analysis, it can be concluded that:

- 1) Evidently there is positive effect of Supervision and Professionalism on the Employee Performance in the Office of Social Affairs of East Jakarta Administrative, either partially or simultaneously.
- 2) The positive influence shows that between the Supervision Variable and Professionalism Variable, towards the staff performance, there is a mechanism of causality relationship.

- 3) Managerial implication derived from the description of the above discussion is as follows: (a) The Staff Performance at the Office of Social Affairs of East Jakarta Administrative City can be improved to be more professional by increasing the Work View, Work Attitude and Work Strategy of the staff of the Office of Social Affairs of East Jakarta Administration City (b) The staff performance at the Office of Social Affairs of East Jakarta Administrative City can be enhanced by improving the implementation of the Standard Supervision, comparing the Job Results with Standard Control and perform the necessary corrective actions.

Recommendation

Based on such managerial implications, the researcher can provide suggestions for improvement namely : (a) To improve the staff performance, it is necessary to conduct more precise and consistent Supervision on the implementation of Standard Supervision, Job Results Comparison with the Standard Control and perform the necessary corrective actions towards the program implementation or tendency of budget misused, (b) To improve the staff performance at the Office of Social Affairs of East Jakarta Administrative City, Training and Coaching are required to improve Work View, Work Attitude and Work Strategy to be professional staff.

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