

**Research Article**

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Portrait of Five Work Culture Values of State Civil Apparatus in the Ministry of Religion, Banyumas Regency**Ibnu Asaddudin**

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Corresponding email: dk1h1tfmhbpk@gmail.com**DOI:** <https://doi.org/10.24090/isj.v3i2.10029>**Abstract**

Objective from study This is to describe portrait will application of the five values culture Work apparatus state civil service (ASN) at the ministry of religion. The research method used in this research is qualitative research with a phenomenological approach. Study This research a number of Educational institutions in the Regency Ministry of Religion Area Banyumas. The research that the author used was part of field research carried out at the Ministry of Religion, Banyumas Regency. Data on research done during eight month. Research result This obtained that ASN in the Ministry of Religion has apply fifth culture Work. Application fifth culture Work This proven through application of the Sibawaor website. This matter show exists application of the five cultures ASN work in the Ministry of Religion already held massively.

Keywords: *five cultures work; apparatus state civil service; ministry of religion***INTRODUCTION**

Now This agency the government in Indonesia is experiencing very rapid development, everyone That must follow demands adjusted government with reform goals. Based on matter the government obliged For serve every demands public with OK, run its function in accordance provision state administration so that services provided to be optimal. Services provided by the government aim makes it easier all needs public. Order things This walk with Good government form various sector services below shade department government. Department the is A structured organization in operate his task. One of sector supported services government is the Ministry of Religion or Ministry of Religion.

The Office of the Ministry of Religion is A organization executor technical organizer program related government with education religious. Ministry of Religion own role important for unity and peace of the Indonesian state because arrange all related things with religions in Indonesia. In the arrange related services with religion, Ministry of Religion sued For serve public with maximum. Not only That, the Ministry of Religion is also emotional Ready For become yardstick measuring from every internal state department operate every his duties. This matter because Ministry of Religion look after religious matters. Therefore that, Ministry of Religion must Can inspiring department other Good connection with culture and thoughts that have menadi tradition in Indonesian society. All activities inside institution the yeah carried out by members give influence to results Work Ministry of Religion. So that its implementation with Good or No something institutions are largely determined by performance from culture the work of its members.

Culture Work is A organizing from behavior every workers involved in something organization. Development process culture It is also related to the process of improvement and maintenance things of that nature positive, aside That done habituation For create something new and more behavior Good. Culture Work from each department or agency different One each other. This is due to the foundation and rules created as well as visible behavior of each individual within agency. Culture nice work will give The good influence is also due to the individuals who work inside agency need addition knowledge, stimulus (stimulus) in the form of motivation, criticism, opinion to suggestions in nature build and improve ability employee. On the other hand, culture Work can impact bad if employee give different opinions caused by each individual own different characters and abilities.

In several government institutions, especially in the office of the Ministry of Religion, Banyumas Regency, they have also maximized the use of information and communication technology in each of their services. Researchers determined the Banyumas Regency Ministry of Religion office because the implementation of the five work culture values in improving service quality had been implemented, especially to face developments in the technological era or what is usually called the digital era. All work units under the Banyumas Regency Ministry of Religion office, starting from Raudlatul Athfal (RA), Madrasah Ibtidaiyyah (MI), Madrasah Tsanawiyah (MTS), Madrasah Aliyah (MA), and the Office of Religious Affairs (KUA) have also used digital technology in every service (E. Sungkowo, personal communication, January 27, 2022).

From here, researchers were interested in conducting a more in-depth study of portraits five ASN work culture values at the Banyumas district ministry of religion office.

METHODOLOGY

This type of research is qualitative-phenomenological research which refers to the opinion expressed by Bogdan that research using a phenomenological approach has the following characteristics, namely: (1) using *actual settings* (actual situations), (2) qualitative research is descriptive, (3) qualitative research prioritizes process rather than results, (4) qualitative research tends to analyze inductively, and (5) "meaning" in qualitative research is the main concern for the qualitative approach (E. Sungkowo, personal communication, January 27, 2022). In accordance with the research focus, the location used as the research site is focused on the Office of the Ministry of Religion of Banyumas Regency which also includes the state Islamic University (UIN), religious affairs office (KUA), MAN 2 Banyumas, MTSN 1 Banyumas, and MIN 1 Banyumas, MI Ma'arif NU 1 Pageraji. The selection of these institutions was based on interview data which said that these institutions were the most progressive institutions in each of their services. Research time done during eight month.

DISCUSSION

Work culture is a philosophy based on values which then become traits, habits and enthusiasm in carrying out tasks. Attitudes and lifestyles that reflect good behavior and noble character are very necessary in the world of work. This is important because with noble morals, carrying out your duties or work will feel light and easy to do. Another thing that happens is that socializing tends not to cause problems, so that the people dealing with it feel happy and satisfied with the services provided. The rules that have been set must be clear and can be obeyed by everyone who works. This is to regulate the implementation of work, especially in regulating work culture and strengthening character so that it can run well and regularly. Therefore, it takes time to get used to new thought patterns, taste patterns and action patterns that can give birth to state civil servants (ASN) with noble character who uphold the values of trustworthiness, professionalism, enthusiasm, responsibility, creativity, discipline and caring.

The process of implementing a work culture starts from an agreement on the values that are believed to be the reference choices. These values are then internalized in every human resource in the state apparatus and applied in task activities and the dynamics of organizational work culture values are also visible in the leaders of the organization itself. Because leaders are role models in organizations. Therefore, organizations should have leaders who not only lead, but are also able to move the organization to change. The survival of an organization depends on its leaders. Leaders are one of the determining indicators of success in achieving organizational goals.

Leadership and organizational culture have a very close relationship because each leader has a different leadership style, which ultimately results in the formation of

organizational culture. So it is often said that organizational culture reflects the leadership in the organization, the analogy is like two sides of a coin that have the same value.

Work culture is guided by the values in the organization which are processed in such a way, then these values become the attitudes or behavior of employees at work. It turns out that work culture does not just appear, but needs to be pursued seriously, namely through a controlled process involving all available human resources. Through a long process, work culture will become real, because turning values into habits takes a long time and of course there will be continuous improvement.

The actualization of work culture contains value components possessed by an employee, including: *First*, a basic understanding of the meaning of work. *Second*, a good and correct attitude when working. *Third*, good and correct behavior when working. *Fourth*, work ethic. *Fifth*, attitude towards time. *Sixth*, the method or tool used to work. The important thing that is obtained is that the more positive the component value an employee has, the higher his performance will be

In realizing excellent service, the Ministry of Religion in Banyumas Regency always prioritizes the implementation of five work culture values in each of its services. This is intended so that the objectives and services implemented in all work units of the Banyumas Regency Ministry of Religion office can take place in an excellent manner. From the results of research that has been carried out, the Ministry of Religion office in Banyumas Regency is implementing strategies to realize service quality in the digital era.

The Banyumas Regency Ministry of Religion office and the ranks of offices under its environment always prioritize the implementation of the five work culture values. Several levels of institutions under the auspices of the Banyumas Regency Ministry of Religion office, such as; Office of Religious Affairs (KUA), Madrasah Aliyah (MA), Madrasah Tsanawiyah (MTs), and Madrasah Ibtidaiyyah (MI) both public and private. The implementation of five work culture values in the Banyumas Regency Ministry of Religion offices is described as follows;

1. Integrity

The first value in the five work culture values of the Ministry of Religion is integrity. Integrity means that all state civil servants in the Ministry of Religion at least have the belief embedded in themselves to maintain integrity and conformity between rights and obligations in carrying out their work. Integrity is closely related to consistency. In an institution or organization, integrity can be seen in a person through attitudes, behavior and actions that consistently comply with applicable rules.

From data obtained from the field, the Banyumas Regency Ministry of Religion Office implemented a strategy to instill the value of integrity in its institution through implementing the values of honesty, trust, and positive thinking and trustworthiness

in carrying out its performance in the form of positions or additional tasks for each member in Ministry of Religion, Banyumas Regency. In this way, integrity which is familiarized through application to employees at the Banyumas Regency Ministry can be controlled optimally in accordance with the expected cultural values of integrity.

From the results of interviews conducted with several ASNs and the public, it can be seen that the majority of ASNs already understand integrity. As stated by several ASN and the community above, integrity is a character that is based on an attitude of responsibility, wisdom, courage and honesty so that it can generate respect and trust from other people. A person who has integrity will be assessed as someone who never betrays established values.

Integrity is also interpreted as a concept that shows consistency between actions and values and principles. Integrity is a sophisticated integrated awareness and deep appreciation of the processes that have been experienced in a way that goes beyond creativity, values, intuitive and emotional skills, and the power of rational analysis. Integrity is a very important competency for every individual.

This competency will underlie and be interconnected with other competencies. To get positive energy, there needs to be harmony between heart, mind, words and good and correct actions to be carried out and instilled in the spirit of ASN Kemenag. Therefore, ASN must have high integrity because it can influence the trust of other people and can increase ASN's capacity in advancing the company or institution. Based on research data, several indicators that can be used as a reference that the Banyumas Regency Ministry of Religion ASN have integrity in carrying out their duties and authority are as follows:

- a. Have strong determination and intention to carry out performance as well as possible in accordance with applicable regulations. On the other hand, they also have high will and motivation to carry out their will and abilities. This is very important for ASN in carrying out their duties, because they will always be motivated to do what is right and correct according to their obligations and responsibilities.
- b. Have a positive mind, be wise and wise in carrying out duties and functions. The apparatus and leadership of the Banyumas Regency Ministry of Religion office always respond wisely to input and suggestions from agencies under the auspices of the Ministry of Religion office, for example if there are complaints and problems they can always be resolved well. ASN motivation that is always positive in carrying out their duties must continue to be instilled by each ASN so that their performance can be successful. Performance preceded by positive thoughts will certainly produce positive results.

- c. Complying with applicable laws and regulations, the State Civil Apparatus of the Banyumas Regency Ministry of Religion office cannot be separated from various applicable rules and regulations, whether made internally by the office or regulations from the Minister of Religion. Apart from following and paying attention to applicable legislation in the implementation of various activities and programs, through the head of the office, the Ministry of Religion of Banyumas Regency cultivates discipline among all employees in its office regarding the rules that are determined and enforced and makes special rules aimed at employees in the Ministry of Religion office. Banyumas Regency.
- d. Rejecting corruption, bribery or gratification The State Civil Apparatus of the Banyumas Regency Ministry of Religion has committed to not touch bribery, gratification or corruption. Every ASN also has the motivation that this act is not only prohibited by law, but every religion also prohibits KKN acts. This motivation encourages ASN to never take actions that are deviant or not in accordance with the rules. Apart from that, each ASN also motivates and supervises each other to prevent ASNs from the Banyumas Regency Ministry of Religion office from the dangers of corruption, bribery and gratification. One form of appreciation for the performance of ASN at the Banyumas Regency Ministry of Religion office was a statement from the Head of MTs N Sokaraja who explained that as far as he observed, the Banyumas Regency Ministry of Religion office apparatus did not exist and had never done anything that was asking for or receiving things that lead to corruption., collusion and nepotism.

The description above shows that the Banyumas Regency Ministry of Religion ASN has high integrity. This has had a positive impact on the level of public trust in the services available at the Banyumas Regency Ministry of Religion office, so it can be said that integrity management has been successfully implemented by ASN in the Banyumas Regency Ministry of Religion office.

One effort to instill integrity in employees at the Banyumas Regency Ministry of Religion Office is through habituation. This habit is regulated through work rules (through Main Duties and Functions). Whether or not each employee at the Office of the Ministry of Religion is implementing the main tasks and functions is controlled through a digital daily performance reporting system at the link: <https://kinerja.sibawor.org/login>. This system is known within the Office of the Ministry of Religion of Banyumas Regency as SIUNJAL.

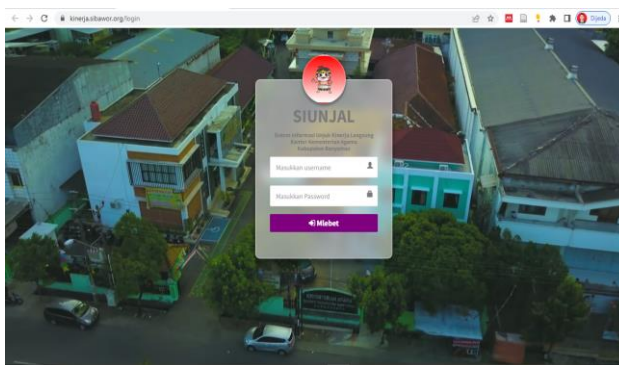


Figure 1. View of the Ministry of Religion's Siunjal page.

The equality of words and actions in accordance with rules and norms is an example of integrity. Integrity is not only related to conventional performance, but also related to digital performance (performance carried out online).

The data above is data obtained from interviews with employees at the Banyumas Regency Ministry of Religion office. Integrity is generally understood by employees at the Banyumas Regency Ministry of Religion Office as harmony between regulations, words and actions that are in accordance with the values and norms that develop in society. This also includes institutions under the Banyumas Regency Ministry of Religion Office, such as the Office of Religious Affairs (KUA) and other educational institutions.

The religious affairs office is also one of the institutions under the Regency Ministry of Religion Office. In carrying out its main duties, the Religious Affairs Office (KUA) in Banyumas Regency always prioritizes five work culture values (Integrity, Professionalism, Innovation, Responsibility). responsible, and exemplary). This is intended to maintain the quality of service whether carried out directly in the office or carried out online via internet devices. From the research results, information was obtained which states that the five work culture values are implemented in the implementation of services.

In ensuring the implementation of integrity in the Banyumas Regency Ministry of Religion office, the Head of the office creates service standards that are determined through the Decree of the Head of the Banyumas Regency Ministry of Religion Office Number 255 of 2022 which regulates 21 service standards. In carrying out services, a state civil servant at the Banyumas Regency Ministry of Religion office is required to have integrity by working or providing services to the community in accordance with the moral and ethical values that have developed in Banyumas Regency, especially within the Banyumas Regency Ministry of Religion office.

The service standards created by the head of the Banyumas Regency Ministry of Religion Office have an important role in ensuring integrity among all employees. This service standard acts as a guideline or basis for all employees in the office in providing

services to the community. Apart from regulating *offline* services in the office, service standards decided by the head of the office also regulate service standards carried out online for all types of existing services. One example is the service standards regulated in providing correspondence services.

Incoming letter service standards in Banyumas Regency can be implemented *offline* and *online*. In accordance with the applicable regulations in the decision of the head of the Ministry of Religion, Banyumas Regency Number 255 of 2022, it is explained that;

- a. The maximum period for implementing incoming mail services is two working days, starting from the time the letter is received.
- b. There are no fees for the service.
- c. There is a guarantee that services will be provided accurately, quickly, completely and responsibly in accordance with applicable regulations.
- d. In the service compensation regulations, there are three aspects that must be adhered to by employees within the Banyumas Regency Ministry of Religion office, especially in correspondence services, as follows;
 - 1) Receive re-services that are carried out directly and immediately on a priority scale.
 - 2) Receive re-service *online* and immediately with a priority scale which includes receiving information services, confirmation and receiving service results at the place or address of the service recipient.
 - 3) Pick up the required documents to the home of the service recipient who is disadvantaged and the results will be delivered to their home.

In ensuring the integrity of the state civil apparatus within the Banyumas Regency Ministry of Religion Office, the head of the office through his decisions regarding service standards always evaluates the performance of his employees. Evaluation of the implementation of service standards at the Banyumas Regency Ministry of Religion Office is carried out at least once a year. And then action will be taken to implement improvements to maintain and improve service performance.

CONCLUSION

The implementation of the five work culture values of state civil servants (ASN) in realizing service quality in the digital era at the Banyumas Regency Ministry of Religion office is running in accordance with the following indicators of the five work culture values; *First*, integrity is implemented by adhering firmly to the applicable values and norms and is carried out in accordance with the duties, principles and functions of the institution. Thus, the performance services implemented run in harmony between heart,

mind, words and actions. In the digital era, integrity is implemented by all ASNs in managing digital services. In this way, people get the best service even if only through a platform managed by employees without meeting face to face. *Second*, professionalism in the Ministry of Religion of Banyumas district is characterized by ASN performance which is carried out in a disciplined, competent and timely manner, to produce the best performance. Not only when meeting in person, digital services are also carried out professionally in accordance with predetermined SOPs. *Third*, innovation. One of the innovations carried out at the Banyumas Regency Ministry of Religion Office is the digitization of integrated one-stop services via the Sibawor *website*. This innovation is carried out to make it easier for the public to obtain information or obtain consultation services. All Ministry of Religion institutions in Banyumas Regency have made digital service innovations, starting from MI, MTs. MA, to universities and KUA. *Fourth*, responsibility. Responsibilities are carried out in all work units of the Banyumas Regency Ministry of Religion Office completely and consistently. Even though the performance is carried out on a digital basis, the Ministry of Religion office in Banyumas Regency always prioritizes its performance responsibilities in accordance with established procedures. Thus, all service users will get faster and more precise service. *Fifth*, example. Exemplary is one of the benchmarks that ASN within the Banyumas Regency Ministry of Religion must be role models for all elements of society. One of the commitments carried out is to become an institution that is free from KKN and also free from fraudulent practices. By implementing the five work culture values, it is hoped that all ASN in the ministry of religion can become role models for all people in Indonesia.

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