THE INFLUENCE OF EMPLOYEE PROFESSIONALISM AND COMPETENCE IN IMPROVING THE QUALITY OF EMPLOYEE SERVICE ONE STOP INTEGRATED SERVICES, KEMBANGAN DISTRICT, WEST JAKARTA ADMINISTRATIVE CITY

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ABSTRACT. *Service is the most important aspect in public organizations and government. Some literature emphasizes that service quality can be improved through the professionalism and competence of employees. This study aims to analyze the influenced of professionalism and employee competence on service quality at the One Stop Integrated Service, Kembangan District, West Jakarta Administrative City. This research method uses quantitative methods with multiple linear regression using SPSS. The results of the analysis show that the professionalism and competence of employees have a positive and significant influenced on service quality. Furthermore, it was found that the most influential dimension of professionalism was effectiveness and the most influential dimension of employee competence was self-concept.*

Key words: *Professionalism, employee competency, service quality*

INTRODUCTION

In the current era of globalization, one of the biggest challenges faced by the government in Indonesia, especially local governments, is to create government officials who are professional, competent, uphold bureaucratic ethics and have integrity in carrying out their work duties and functions as public servants. This challenge is justified, considering that empirically the community wants government officials to carry out their duties optimally in order to provide the best service to the community.

In Law Number 25 Article 1 of 2009 concerning Public Services and Government Regulation of the Republic of Indonesia Number 96 of 2012 concerning Public Services, public services are activities or series of activities in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident. for goods, services, and/or administrative services provided by public service providers. Therefore, to be able to carry out good services, it is necessary for government officials who are professional and have adequate employee competence so that services can be provided optimally.

Professionalism itself is defined as a predetermined vision and mission, it is necessary to have professional human resources. This means that in carrying out their duties, they must have the capability, be disciplined in implementing results and have high integrity in order to carry out the vision and mission of the organization. In addition, professionalism can be interpreted as a person's skills and abilities in doing work based on their respective levels and fields.

Meanwhile, employee professionalism is reliability in carrying out tasks so that they are carried out with high quality, at the right time, carefully, and with procedures that are easy for clients to understand and follow. In this regard, it requires in-depth knowledge of the ins and outs of a task with all its implications and skills that enable the implementing staff to work well because they have mastered the various technical aspects contained in each work assignment.

Adequate competence will have an impact on the performance of the employee

concerned, which will be more optimal so that organizational goals can be realized. Competence can be interpreted as the ability that must be possessed by a person or employee (individual) to be able to carry out a job/position successfully (effectively, efficiently, productively and with quality) in accordance with the vision and mission of the organization. In addition, competence is a set of knowledge, skills/expertise and attitude (personality) that must be mastered by an employee through learning activities regarding his field of work or position.

One of the units that has direct contact with the community is the One-Stop Integrated Service (PTSP). PTSP DKI Jakarta Province, which has now increased its function to become the Investment and One-Stop Services Agency (DPMPTSP). Based on Regional Regulation Number 5 of 2016 concerning the Formation and Composition of Regional Apparatuses of the Special Capital Region Province as amended by Regional Regulation Number 2 of 2019 concerning Amendments to Regional Regulation Number 5 of 2016 regarding the Formation and Composition of Regional Apparatuses of the Special Capital Region Province of Jakarta, the Plantation Agency One-Stop Integrated Capital and Services, hereinafter abbreviated as DPMPTSP, was formed to carry out government affairs in the investment sector and the implementation of licensing and non-licensing services.

Applications for online services at UP PMPTSP Kembangan District are made via the website https://jakevo.jakarta.go.id/, during the period January 2022 to. there are December 2022, 903 applications have been received. Of all the online service files, 79% of the files have been processed and 18% are in the process of completion.

Even so, there are still a number of HR problems found, namely there are still employees who have not carried out services to the fullest, there are still service application files in process and rejected so that there are still complaints and complaints from the public about public services from the government both directly and through related social media. with procedures and mechanisms for service performance that are convoluted, less transparent, less informative, and less accommodative, thus not guaranteeing legal certainty, time and costs. Thus, the professionalism, performance and work coordination of employees are not in accordance with the expected conditions, namely a work environment that can support the creation and realization of better service quality.

On the other hand, there are still many employees who experience delays in working hours during the year, causing a lack of employee discipline and an unsatisfactory work ethic. In addition, with the condition that the office is still in the same building as the Kembangan District Office and does not yet have its own building, the work facilities and infrastructure are not optimal. Thus, with the above problems, public services are needed that can serve the community with professionalism and have adequate employee competence so as to improve service quality.

LITERATURE REVIEW

Profesionalism

Professionalism is a predetermined vision and mission, it requires professional human resources. This means that in carrying out their duties, they must have the capability, be disciplined in implementing results and have high integrity in order to carry out the vision and mission of the organization (Ratminto and Winarsih, 2016). Anoraga (2016: 71), argues that the meaning given to the word "profession" is a field of activity carried out by a person and is a source of income for him. Even though, usually potential is associated with the level of academy/university graduates, a profession does not absolutely have to be carried out by a scholar. Meanwhile Pamungkas (2010: 206-207), argues that professional human beings are considered quality human beings who have the expertise and professionalism to express their expertise for the satisfaction of other people or society by obtaining praise.

Professionalism according to Ruky (2012: 267), states that if someone is able to solve a difficult problem with a brilliant idea it can be resolved and not necessarily other people can do it. Anoraga (2016: 73), assumes that professionalism can be expected to appear only with advice, is not true. Below are some of the characteristics of professionalism:

1. Professionalism requires the nature of pursuing perfect results, so that we are required to always seek quality improvement.
2. Professionalism requires seriousness and thoroughness in work that can only be obtained through experience and habits;
3. Professionalism requires perseverance and fortitude, namely the nature of not being easily satisfied or giving up until results are achieved;
4. Professionalism requires high integrity that is not shaken by "forced circumstances" or temptations of faith such as wealth and life's pleasures;
5. Professionalism requires unanimity of thoughts and actions, so that high work effectiveness is maintained

Telaumbanua (2014) states that there is an influence between professionalism on the quality of service at the Department of Population and Civil Registry of North Nias Regency. Another study by Lase (2021) examines the influence of work integrity and professionalism on the quality of public services at the Pariaman City District Court Office, Padang. This research was conducted in order to increase the trust and legitimacy of the government and its bureaucracy in the eyes of the public. From the results of this study it can be seen that there is a positive influence of employee integrity and professionalism on the quality of public services.

Herlambang, et al (2022), who examined the influence of employee professionalism and Standard Operating Procedures on community satisfaction with service quality as an intervening variable at the Banyuwangi Regency Public Service Mall. This study aims to analyze the effect of employee professionalism and Standard Operating Procedures on community satisfaction with service quality as an intervening variable. The results showed that employee professionalism and Standard Operating Procedure (SOP) had a positive and significant effect on the quality of MSE licensing services at the Public Service Mall of Banyuwangi Regency.

Employee professionalism, Standard Operating Procedure (SOP) and service quality have a positive and significant effect on community satisfaction regarding the MSE permit at the Banyuwangi District Public Service Mall. Employee professionalism has a positive and significant effect on community satisfaction through service quality. The value of the indirect effect is smaller than the direct effect. Standard Operating Procedure (SOP), has a positive and significant effect on community satisfaction through service quality. The value of the indirect effect is smaller than the direct effect. Social roles reflect that person's values. So the hypothesis is formulated as follows:

H1: It is suspected that professionalism influences the quality of service at the Investment Management Unit and One Stop Integrated Service, Kembangan District, West Jakarta Administrative City is determined by the dimensions of ability, effectiveness, efficiency and responsibility.

Employee Competency

Some experts see competence as a combination of practical and theoretical knowledge, cognitive skills, behavior and values that are used to improve performance. In simple terms, it is explained that competence is a person's ability to do the job properly within a structure that can be identified, evaluated, including the development of behavior in the individual. Moeheriono (2014: 4) states that competence is a basic characteristic of a person which indicates a way of thinking, behaving and acting as well as drawing conclusions that can be carried out and maintained by someone at a certain time period. A person's competence can be shown in his work results, knowledge, skills, character, attitude, motivation and/or talent.

According to Spencer quoted by Prihadi (2014: 9), argues that competence is an inherent individual characteristic. Competence is part of an individual's personality that is relatively deep and stable, and can be seen and measured from the behavior of the individual concerned, at work or in various situations. . For this reason, a person's competence indicates the ability to behave in a variety of situations that are quite consistent for a fairly long period of time, and not just a momentary coincidence. Competence has requirements that can be used to predict what is empirically proven to be the cause of success.

Adequate competence will have an impact on the performance of the employee concerned, which will be more optimal so that organizational goals can be realized. Nawawi (2016: 166), argues that competence is a capability that must be possessed by a person or employee (individual) to be able to carry out a job/position successfully (effectively, efficiently, productively and with quality) in accordance with the vision and mission of the organization. Mulyasa (2013: 38), argues that competence is defined as knowledge, skills and abilities that are mastered by someone who has become part of himself, so that he can carry out cognitive, affective and psychomotor behavior as well as possible.

Sutrisno (2016: 206), explains the characteristics of competence as follows:

1. Motives, is something where someone consistently thinks so he takes action. For example, people who have achievement motivation consistently develop goals that challenge themselves and take full responsibility for achieving these goals and expect feedback to improve themselves.
2. Character (traits), is a character that makes people behave or how someone responds to something in a certain way. For example, self-confidence, self-control, stress or fortitude.
3. Self-concept, is the attitude and values that a person has. Attitudes and values are measured through tests on respondents to find out what values a person has, what is interesting for someone to do something. For example, someone who is considered to be a leader should have leadership behavior so that a test of leadership ability is needed.
4. Knowledge, is information that is owned by a person for a particular field. Knowledge is a complex competency. Scores on knowledge tests often fail to predict HR performance because they fail to measure knowledge and skills as to what should be done on the job. The knowledge test measures the test taker's ability to choose the most correct answer, but cannot see whether someone can do the job based on the knowledge they have.
5. Ability (skill), is the ability to carry out a particular task both physically and mentally. For example, a computer programmer makes a program related to SIM HR.

Competence according to McEchlos and Shadily (2010: 132), is defined as skills and abilities. Competence is the authority to decide something. Boulter, Dalziel and Hill quoted by Sutrisno (2016: 221), argues that competence is a basic characteristic of a person that allows him to provide superior performance in a particular job, role or situation. Skills are things people can do well. Knowledge is what a person knows about a topic. Social role is the image shown by someone in public; Social roles represent what that person considers important. Social roles reflect that person's values. So the hypothesis is formulated as follows:

H2: It is suspected that employee competency influences service quality at the Investment Management Unit and One Stop Integrated Service, Kembangan District, West Jakarta Administrative City, determined by the dimensions of motive, character, self-concept, knowledge, and skills.

Service Quality

Quality is basically a word that has a relative meaning because it is abstract in nature, quality can be used to assess or determine the

level of adjustment of a thing to its requirements or specifications. If the requirements or specifications are met, it means that the quality of something is good, otherwise if the requirements are not met, it can be said that it is not good. Thus, to determine the quality required indicators. Because the specification which is an indicator must be designed, it means that quality is indirectly the result of a design that does not rule out the possibility of being repaired or improved.

Lukman (2010: 41) states that one measure of success in providing quality service is highly dependent on the level of satisfaction of the customers served. Albrecht is quoted by Lovelock (2010: 10), defines service as: "... a total organization approach that makes quality of service as perceived by the customer, the number one driving force for the operation of the business". This means a total organizational approach that becomes the quality of service received by service users, as the main driving force in business operations.

Gaspers in Sedarmayanti (2017: 194), describes a number of criteria that characterize services or services while distinguishing them from goods, namely:

1. Service is an intangible output. Service is a variable output, not standard.
2. Services cannot be stored in inventory, but can be assumed in production.
3. There is a close direct relationship with customers through the service process.
4. Customers participate in the process of providing services.
5. Personnel skills are "handed over" or provided directly to customers.
6. Services cannot be mass-produced.
7. Requires high personal consideration of individuals who provide services.
8. Service organizations are generally labor intensive.
9. Service facilities are near the customer's location.
10. Measurement of service effectiveness is subjective.
11. Quality control is primarily limited to process control.
12. Option pricing is more complicated.

Sinambela (2016: 6) states that excellent service quality is reflected in:

1. Transparency, namely services that are open, easy and accessible to all parties who need them and are provided adequately and easily understood;
2. Accountability, namely services can be accounted for in accordance with the provisions of laws and regulations;
3. Conditional, namely services that are in accordance with the conditions and abilities of the giver and recipient of the service by sticking to the principles of efficiency and effectiveness,
4. Participatory, namely services that can encourage community participation,
5. Equal rights, namely services that do not discriminate from any aspect, especially ethnicity, race, religion, social status group, and
6. Balance of rights and obligations, namely services that consider aspects of justice between providers and recipients of public services.

Based on the description above, it can be concluded that service quality is a person's ability to provide services through reliability, responsiveness and confidence as well as empathy and tangibles that can provide customers with specified standards. So the hypothesis is formulated as follows:

H3: It is suspected that the professionalism and competence of employees jointly affect the quality of service at the Investment Management Unit and One Stop Integrated Service, Kembangan District, West Jakarta Administrative City, determined by the dimensions of reliability, responsiveness, confidence, empathy and tangible.

RESEARCH METHODOLOGY

This research is also grouped into associative research with a correlational approach. Sugiyono (2018: 85), explains that associative research is research that aims to find out the relationship between two or more variables. Thus this study uses a causality-associative paradigm approach, namely research seeking the level of influence of professionalism and employee competence variables both individually and jointly on the quality of service at the Investment Management Unit and One-Stop Integrated

Service, Kembangan District, Jakarta Administration City. West.

Sugiyono (2018: 86), explains that qualitative data is data in the form of words, sentences, schemes and pictures. Quantitative data is data in the form of numbers, while qualitative data that is quantified is qualitative data that is scored (scoring). This study analyzed 3 variables consisting of 2 independent variables and 1 dependent variable. The independent variables in this study are the professionalism and competence of employees. The dependent variable in this study is service quality.

The population in this study were people who applied for permits at the Investment Management Unit and One-Stop Integrated Service, Kembangan District, West Jakarta Administrative City. This study used samples taken from the community who applied for a pharmacist license totaling 49 respondents and all employees totaling 14 respondents.

The research instrument in this paper uses the Likert method, where the Likert method provides a scale value for each alternative answer, which amounts to 5 categories. Thus, the instrument will produce a total score for each member of the sample. All statements that choose alternative answers are scored: 5 (Strongly Agree), 4 (Agree), 3 (Undecided), 2 (Disagree), 1 (Strongly Disagree).

RESULT

Correlation Analysis

To analyze the relationship between variables, quantitative methods can be used based on statistical analysis techniques, namely by finding the correlation coefficient between the independent variable (X) and the dependent variable (Y). The correlation coefficient is used to determine how much the relationship exists between the independent variable X and the dependent variable Y with the symbol "r". To analyze it, the Pearson product moment correlation method is used. The results of the analysis are shown in table 2.

Table 2. Correlation Analysis

Variable Correlation	Pearson Correlation	Significancy
PRO – KUP	0,726	0,000
KP – KUP	0,796	0,000

Table 2 shows that professionalism has a significant correlation with service quality with a significance value of 0.000. The Pearson correlation between PRO and KUP is 0.726 which is categorized as a strong influence. Furthermore, employee competence has a significant correlation with service quality with a significance value of 0.000. The Pearson correlation between KP and KUP is 0.796 which is categorized as strong influence.

Furthermore, correlation testing was carried out to determine the most influential dimension. The results of the analysis are shown in table 3.

Table 3. Correlation Analysis in Each Dimension

Variable	Dimensions	Significancy	Correlation Value
Profesionalisme	Ability	0,000	0,625
	effectiveness	0,000	**0,766**
	Efficiency	0,000	0,700
	Responsible	0,000	0,670
Employee Competency	Motive	0,000	0,672
	Character	0,000	0,714
	Self concept	0,000	**0,842**
	Knowledge	0,000	0,498
	Skills	0,009	0,326

The results of the analysis in table 3 show that the professionalism variable shows that the most influential dimension is effectiveness with a correlation value of 0.766. The correlation value of 0.766 is included in the strong influence. As for the professionalism variable, the dimension with the weakest influence is the ability dimension with a correlation value of 0.625.

Furthermore, the results of the analysis on employee competence variables show that the most influential dimension is self-concept with a correlation value of 0.842 which is classified as a strong correlation. The dimension with the lowest correlation value on the employee competency variable is skills with a correlation value of 0.326.

Multiple Linear Regression Test

Multiple linear regression tests tested the hypotheses in this study which included 3 hypotheses of 3 variables, namely professionalism (PRO), employee competency (KP) and service quality (KUP). The results of the analysis are as follows:

Coefficient of Determination (R²)

The coefficient of determination measures how far the model's ability to explain the variation in the dependent variable. The value of R2 which is close to one means that the independent variables provide almost all the information needed to predict the variation of the dependent variable (Ghozali, 2013). The results of the coefficient of determination (R2) are presented in the following table.

Table 4. Coefficient of Determination Result

	R Square
R Square	0,664

Based on table 4, the magnitude of the coefficient of determination is 0.664 or 66.4%, which means that the dependent variable, namely service quality (KUP) can be explained by independent variables, namely professionalism (PRO) and employee competence (KP) of 66.4%.

Individual Parameter Significance Test (t statistic test)

The t test aims to partially test each independent variable whether it has a significant effect on the dependent variable or not, or the t test is also used to determine the high degree of one X variable over Y variable if the other X variables are considered constant. The results of the regression coefficients analysis test are shown in the table 5.

Table 5. Summary of t Test Results

Based on the multiple linear regression test in table 5, the regression equation can be arranged as follows:

	Regression Coefficient	t Statistic	P Value	Description
Constant	-0,494	-0,126	0.900	
Professionalism (PRO)	0.231	2.304	0.025	Signifikan
Employee Competency (KP)	0.588	4.940	0.000	Signifikan

Variabel dependen: KUP

KUP = -0,494 + 0,231 PRO + 0,588 KP
Keterangan:
PRO   : Profesionalism
KP   : Employee Competency
KUP   : Service Quality

The regression equation shows that the value of service quality if there is no professionalism and employee competence is -0.494. Furthermore, if there is an increase in professionalism by 1 level or unit, it will increase the quality of service by 0.231. Furthermore, if there is an increase in employee competence by 1 level or unit, it will increase the quality of service by 0.588.

The relationship between the independent variable and the dependent variable can be said to be significant if it has a t value above 1.96 and a p value (significance) <0.05 or 5%. The results of the hypothesis analysis based on the calculations shown in table 4.15 can be interpreted as follows:

Hypothesis Testing One (H1)

The first hypothesis in this study is that professionalism has a significant influence on service quality. The results of the analysis show that the relationship between professionalism and service quality has a t statistic value of 2.304 which is > 1.96 and a significance value of 0.025 which is <0.05/5%. These results indicate that professionalism has a significant effect on service quality so that H1 in this study is supported.

Testing Hypothesis Two (H2)

The second hypothesis in this study is that employee competence has a significant influence on service quality. The results of the analysis show that the relationship between employee competency and service quality has a t statistic value of 4.940 which is > 1.96 and a significance value of 0.000 which is <0.05/5%. These results indicate that employee competence has a significant effect on service quality so that H2 in this study is supported.

Simultaneous Test (F)

The F value test is basically to show whether all the independent variables in the research model have a joint influence on the dependent variable. Testing the F test hypothesis is used to determine whether overall the independent variables have a significant influence on the dependent variable. The results of the F value test can be seen in table 6.

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Table 6. Simultaneous Test Results (F)

		Regression Coefficient
F count		59,200
Sig. F		0,000

The results of table 6 can be seen that this equation model has a calculated F value of 59.200 with a significance level of 0.000. The significance value of 0.000 is less than alpha 0.05, indicating that the independent variables in the form of professionalism (PRO) and employee competency (KP) jointly affect the dependent variable, namely service quality (KUP).

Thrid Hypothesis Testing (H3)

The third hypothesis in this study is that professionalism (PRO) and employee competency (KP) jointly influence the dependent variable, namely service quality (KUP). The results of the analysis show that the significance value is 0.000 which is <0.05/5%. These results indicate that H3 in this study is supported.

DISCUSSION

This study analyzes the effect of professionalism and employee competence on service quality at the Investment Management Unit and One Stop Integrated Service, Kembangan District, West Jakarta Administrative City. In this study, three hypotheses were formulated which were analyzed by quantitative methods using multiple linear regression. The results of the analysis show that both hypothesis one, hypothesis 2 and hypothesis 3 in this study are supported.

The first hypothesis in this study is that professionalism influences service quality. The results of the analysis show that hypothesis one is supported so that the better the professionalism applied by employees, the better the quality of service for employees of the Investment Management Unit and One-Stop Integrated Services, Kembangan District, West Jakarta Administrative City.

The results of testing the first hypothesis are supported by several previous studies, namely Telaumbanua (2014; Lase, 2021, Herlambang et al, 2022) which also shows that there is an influence of professionalism on the quality of services provided. This finding emphasizes that with good professionalism it will create a better quality of service. Lase (2021) states that the higher the integrity and professionalism of an employee's work, the higher the quality of the public services provided.

Herlambang, et al (2022) examined the influence of employee professionalism and Standard Operating Procedures on community satisfaction with service quality as 17 intervening variables at the Banyuwangi District Public Service Mall. The results show that employee professionalism and Standard Operating Procedure (SOP) have a positive and significant effect on the quality of MSE licensing services at the Public Service Mall of Banyuwangi Regency. Employee professionalism affects the quality of service.

From the findings of hypothesis one, this study recommends the Investment Management Unit and One Stop Integrated Service, Kembangan District, West Jakarta Administrative City in particular and to other service organizations to be able and strive to improve employee professionalism so as to create good service quality.

Employee professionalism is reliability in carrying out tasks so that they are carried out with high quality, at the right time, accurately, and with procedures that are easy for clients to understand and follow. In this regard, it requires in-depth knowledge of the ins and outs of a task with all its implications and skills that enable the implementing staff to work well because they have mastered the various technical aspects contained in each work assignment.

To grow employee professionalism, several aspects must be considered because they are part of professionalism, namely the ability to carry out tasks and solve problems properly, effectiveness at work, efficiency in carrying out tasks and work and being responsible for all actions taken (Sedarmayanti, 2017).

The second hypothesis in this study is that employee competency has a significant influenced on service quality at the Investment Management Unit and One Stop Integrated Service, Kembangan District, West Jakarta Administrative City. The results of the analysis show that the second hypothesis in this study is supported, so that the better the competency

possessed by employees, the better the quality of service provided.

The results of this analysis are supported by several previous studies by Sabuhari et al. (2020; Kannan & Garad, 2020; Hwang & Lee, 2019) which also states that the better the competence of employees, the better the quality of services provided. Kannan & Garad (2020) emphasize that in the current I industry 4.0, competence is a very valuable asset and must always be developed due to increasingly fierce competition.

From the findings of hypothesis two, this study recommends the Investment Management Unit and One-Stop Integrated Service, Kembangan District, West Jakarta Administrative City to improve employee competence in order to create better service quality. Competence is a basic characteristic of a person which indicates a way of thinking, behaving and acting as well as drawing conclusions that can be carried out and maintained by someone at a certain time period.

Pasolong (2017: 133), states that good service is a person's ability to provide services that can provide satisfaction to customers with specified standards. Based on the description above, it is clear that employee competence is very closely related and related to service quality, where good employee competence will show the quality of service provided by employees will provide satisfaction for those served.

To improve employee competence, several aspects that build competence must be considered, namely work motives, individual character, self-concept, knowledge and skills. Some of these aspects must be considered and developed in order to be able to build good employee competence and be able to improve service quality.

Furthermore, the third hypothesis in this study is also supported. So it is proven that the professionalism and competence of employees can simultaneously improve the quality of service at the Investment Management Unit and One Stop Integrated Service, Kembangan District, West Jakarta Administrative City.

CONCLUSSION

This study analyzes the influence of professionalism and employee competence on service quality at the Investment Management Unit and One Stop Integrated Service, Kembangan District, West Jakarta Administrative City. Based on the results of the analysis in this study, several research findings were obtained, namely as follows:

1. Professionalism has a significant effect on service quality so that the better the professionalism of employees, the better the quality of services provided. The most influential dimension of professionalism is effectiveness.
2. Employee competence has a significant effect on service quality so that the better the employee competence, the better the quality of the services provided. The most influential employee competency dimension is self-concept.
3. Professionalism and competence of employees can simultaneously have a significant effect on service quality.

Managerial Implications

This study recommends the Investment Management Unit and One Stop Integrated Service, Kembangan District, West Jakarta Administrative City in particular and to other service organizations so that they are able and strive to improve employee professionalism so as to create good service quality. To grow employee professionalism, several aspects must be considered because they are part of professionalism, namely the ability to carry out tasks and solve problems properly, effectiveness at work, efficiency in carrying out tasks and work and being responsible for all actions taken.

This study recommends the Investment Management Unit and One-Stop Integrated Service, Kembangan District, West Jakarta Administrative City to improve employee competency in order to create better service quality. Competence is a basic characteristic of a person which indicates a way of thinking, behaving and acting as well as drawing conclusions that can be carried out and maintained by someone at a certain time period. To improve employee competence, several aspects that build competence must be considered, namely work motives, individual character, self-concept, knowledge and skills. Some of these aspects must be considered and developed in order to be able to build good employee competence and be able to improve service quality.

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