



Jurnal BADATI

Vol. 3 No. 2 November 2021

P-ISSN : 1907 – 5340

E-ISSN : 2722 - 3248

Hal. : 1 - 6

QUALITY OF PUBLIC SERVICE FIELD GOVERNMENT IN THE TANIWEL DISTRICT OFFICE WEST SERAM DISTRICT

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Abstract

This study aims to analyze: (1) the quality of public services in the field of government and (2) the influence of the factors of human resources, facilities and infrastructure as well as community behavior on the quality of public services. The results show that (1) the unsatisfactory quality of ID cards and family cards services on the tangible dimension is the completeness of computers and the availability of complete information regarding the service flow, on the reliability dimension is the discipline of officers in providing services, on the responsiveness dimension all indicators are not satisfactory, namely employees. slow in providing services which is marked by a discrepancy between the service schedule and the rules that have been set, so that the final completion of ID cards and family cards is not in accordance with the required time, on the assurance dimension of guaranteeing that the completion of ID cards and family cards is in accordance with the required time, on the empathy dimension is perseverance employees in providing services, (2) the factors that influence the quality of service for ID cards and family cards are human resources, facilities and infrastructure and community behavior.

Keywords: quality of public services, government

BACKGROUND

As part of a state system with a constitution that is thick with norms of justice, the Indonesian economy is characterized by a very wide scope of public services. Unfortunately, public services that touch almost every corner of people's lives are not supported by an open decision-making mechanism and a democratic political process. Therefore, it is not surprising that public services in Indonesia have characteristics that tend to be corrupt, especially those related to the procurement of mandatory public service products such as Identity Cards (KTP), Family Cards (KK), Driving Permits (SIM), Passports. , and others.

Service is the best comparison between service input and output (Dwiyanto, 2005). Ideally, the service will be efficient if the service bureaucracy can provide service inputs, such as the cost and time of service that ease the service user community. Likewise, on the service output side, the bureaucracy should ideally be able to provide quality service products, especially from the aspect of cost and service time. Efficiency on the input side is used to see how far the ease of public access to services is seen as efficient, namely if the public has guarantees or certainty regarding service costs. The certainty of service costs that must be paid by the public is an

important indicator to see the intensity of corruption in the bureaucratic service system. Moenir (2006) explains that good and satisfying service is the ease in managing interests, getting fair service, getting equal treatment without favoritism, getting honest and frank treatment.

Rasyid (1997) that to be able to provide quality services, public or government organizations must know and understand all the demands, desires, expectations or levels of customer/community satisfaction. Practically speaking, service quality is related to, among other things, faster, more efficient, cheaper, responsive, accommodating, innovative and productive services as well as marketable (satisfactory) and professional.

Taniwel District is one of the sub-districts in the West Seram Regency, which in the north is bordered by Ambon Baguala Bay, the south is bordered by the Banda Sea, in the east it is bordered by Taniwel District and in the west it is bordered by Ambon Baguala Bay District. The Taniwel District Office serves 9 types of services, which take longer than the predetermined standard time, there are even types of services that should be completed in 1 day, in fact they take 3 days or even 1 week. Of the 9 (nine) types of services available, this research focuses on the National Identity Card (KTP) and Family Card (KK) services with the consideration that these services are the types of services that are most needed by the community, but also have great potential to cause problems.

Responding to the demands for reform and the implementation of regional autonomy, it is hoped that a quality service will occur, namely, efficient, effective and economical and excellent. To achieve this, it is very necessary to create a quality service system.

Assessment of service quality is based on Zeithaml and Berry and the results of research by Rahayu (1997) namely reliability, responsiveness, confidence, tangible and empathy. To analyze the factors that affect service quality, it is done using the approach used by Syamsuddin (2004) also confirms that every form of service, every leader or policy maker in a sub-district organization is required to provide effective services. By continuing to consider the factors that affect the effectiveness of services, namely human resources, facilities/infrastructure and community behavior.

RESEARCH METHODE

Based on the objectives to be achieved, this research is an applied research that aims to solve practical life problems. Based on the method, this research is a naturalistic research that is used to examine the condition of objects naturally, where the researcher is the key instrument. Based on the level of explanation, the research is a descriptive research conducted for independent variables without making comparisons or connecting with other variables. Determination of the sample is non-probability sampling with incidental techniques, meaning that the sample appointed at the time of the study was the Taniwel community, West Seram Regency (at that time). The number of samples is determined as much as 10% of the average community who submit applications every day, namely 3 people every day for 2 months as many as 144 people. The data were analyzed descriptively qualitatively.

RESULT AND DISCUSSION

Service Quality Analysis

1. Tangible Dimension

The tangible dimension is the quality of service in the form of physical office facilities that can support the implementation of services to the community. Based on the calculation of the frequency of respondents' answers for the tangible dimension above, it shows that a very satisfactory indicator for the community is the availability of comfortable seats and environmental cleanliness. A satisfactory indicator is the availability of a large waiting room. A satisfactory indicator is the completeness of telecommunication facilities and the availability of a large parking space as well as vehicle guarantees and personal guarantees. The unsatisfactory indicators are the completeness of the computer and the availability of complete information regarding the service flow.

2. Dimension of Reliability

The reliability dimension is the ability to carry out the promised services accurately and reliably. Based on the results of the calculation of the frequency of respondents' answers to the reliability dimension, it is known that a satisfactory indicator is the simplicity of the service procedure and the ease of requirements. A satisfactory indicator is the clarity of the officer in charge, fairness and conformity as well as the certainty of the costs that must be incurred. The unsatisfactory indicator is the discipline of officers in providing services.

3. Responsiveness Dimension

The dimension of responsiveness is the ability to help and provide services quickly and accurately and be responsive to the wishes of service recipients. Based on the results of the calculation of the frequency of respondents' answers to the responsiveness dimension, it is known that all indicators are unsatisfactory for most of the respondents which indicate that the Taniwel District Office employees are slow in providing services which are marked by a mismatch between the service schedule and the established rules, so that the final completion of the KTP and the KK did not match the required time. In addition, employees are less responsive or less responsive to requests and complaints so that they are unable to provide solutions to complaints faced by the community.

4. Dimension Assurance

The dimension of confidence is the ability and friendliness and courtesy in convincing consumer confidence. Based on the results of the calculation of the frequency of respondents' answers to the assurance dimension, it is known that a satisfactory indicator is the courtesy of employees in providing services. A satisfactory indicator is that employees serve the community with a smile, employees ask the community's needs before providing services and guarantee that there are no other levies outside the requirements. While the unsatisfactory indicator is the guarantee of completion of KTP and KK in accordance with the required time, because it is

completed more than 3 days, even 1 week since the blank and administrative requirements are received by the employee.

5. Dimension of Empathy

The empathy dimension is a firm but friendly attitude in providing services to consumers. Based on the results of the calculation of the frequency of respondents' answers to the empathy dimension, it is known that the indicators that satisfy the community are justice without discrimination and employee openness in providing services. A satisfactory indicator is the patience and sincerity of employees. An unsatisfactory indicator is the persistence of employees in providing services.

Factors Affecting Service Quality

The service system is a series of interrelated with each other, forming a unity in order to provide the best service to the community. For this reason, in order to provide quality services, we must pay attention to every demand from the community.

The current condition of public services faces various and interrelated problems, ranging from simple to complex. In every service that is applied, many things are found that are deviant or unintegrated in the handling and delivery of services, so that the factors of human resources, facilities and infrastructure, and community behavior are dominant in influencing the forms of services provided by the apparatus and the forms of service acceptance. accepted by society. In this study, the factors that affect the quality of service are divided into 3 (three) namely human resources, infrastructure and community behavior with their respective indicators.

Human resources will be a supporting factor for service quality if the apparatus carries out their main duties and functions in providing reliable, independent and professional services in accordance with the level of fulfillment of community needs and satisfaction by providing tangible, empathy, reliability, responsiveness and assurance services. Meanwhile, on the other hand, human resources will be an inhibiting factor if the apparatus does not have a broad level of knowledge about services, minimal skills in providing services, low experience in carrying out other forms of service delivery and low levels of technological mastery in accessing other forms of service form of service data.

Facilities and infrastructure are a supporting factor if the availability of tools and equipment used is in accordance with the level of function and needs in providing services in accordance with speed, accuracy, ease and quality of service access. Meanwhile, it will be an inhibiting factor if the facilities and infrastructure cannot be used or are rarely used or even provided. So that it is done manually which has an inefficient, effective and uneconomical impact in obtaining work output.

All community behavior will be a supporting factor if the service procedures provided are accepted according to their level of satisfaction, and avoid various forms of wrong data input. On the other hand, community behavior will become an inhibiting factor if the community cultivates things that are not in accordance with procedures, by providing forms of rewards or incentives that cause the apparatus to work in an unsystematic or inconsistent manner in providing services in accordance with established procedure sequences. .

Based on the analysis of the factors of human resources, facilities and infrastructure as well as community behavior, to obtain the quality of public services, three things are very determined, namely: (1) increasing the development of human resources in a reliable,

independent and professional manner to face the world of work, (2) using infrastructure effectively. efficient and effective in accordance with the level of need in facilitating, accelerating, expedite and quality in the use of available tools and equipment, (3) developing community behavior in accordance with the fulfillment of needs and expectations for the services received, which does not cause any effect of gaps in the quality of services provided. force people to take actions that are not in accordance with procedures.

CONCLUSION

Based on the results of the analysis and discussion, it was concluded that (1) the service quality of KTP and KK at the Taniwel District Office was unsatisfactory in the tangible dimension, namely the completeness of computers and the availability of complete information regarding the flow of services, in the reliability dimension, the discipline of officers in providing services, on the dimensions responsiveness of all indicators is unsatisfactory, namely employees are slow in providing services which are marked by a discrepancy between the service schedule and the rules that have been set, so that the final completion of KTP and KK is not in accordance with the required time, on the assurance dimension of guaranteeing the completion of KTP and KK in accordance with the time specified. required, because it is completed more than 3 days, even 1 week since the blank and administrative requirements are received by the employee, the empathy dimension is the employee's persistence in providing services, (2) the factors that affect the quality of service delivery. KTP and KK services at the Taniwel District Office, West Seram Regency are human resources, facilities and infrastructure and community behavior.

Based on the conclusion, it is recommended :

1. Improving the quality of SIUP services at the West Seram Regency Public Service Office through:
 - a. Fulfillment of unsatisfactory tangible dimensions through the provision of computers with sufficient quantity and quality as well as the availability of complete information regarding the service flow.
 - b. Fulfillment of unsatisfactory reliability dimensions through increasing officer discipline by providing warnings and sanctions for violations.
 - c. Fulfilling the dimension of responsiveness through increasing the speed of employees in providing services by constantly adjusting the service schedule with the rules that have been set, so that the final settlement of KTP and KK is in accordance with the required time, increasing employee responsiveness to requests and complaints in order to be able to provide solutions to complaints faced by the community .
 - d. Fulfillment of the confidence dimension by providing guarantees for the completion of KTP and KK in accordance with the required time.
 - e. Fulfillment of the dimension of empathy through increasing employee persistence in providing services by giving rewards for employees who are diligent and diligent in serving the community.
2. Improving the factors that can affect the quality of service but have not been achieved through:
 - a. Improve the quality of human resources in a reliable, independent and professional manner to face the world of work through education and training, both formally and informally,

- b. Use of infrastructure facilities efficiently and effectively in accordance with the level of need in facilitating, accelerating and expedite services.
- c. Improvement of community behavior through socialization and counseling, both at the village level and at the sub-district level.

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