



Analysis of the Public Service System at the Anduonohu Lurah Office, Kendari City

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Abstract

This article is the result of research and discussion which aims to identify and analyze the Public Service System at the Anduonohu Lurah Office, Kendari City. Located in Poasia District, Anduonohu Village, Kendari City, Southeast Sulawesi, this research used a qualitative method based on field studies to find sources and information directly. Semi-structured interviews were conducted with 5 informants representing several characteristics such as gender and age differences. The results of this study indicate that the Public Service System at the Anduonohu Village Office, Kendari City, is practically good. However, the results of this study also illustrate that there is still a need for development and improvement, especially in terms of implementing time in completing services and the friendliness of employees to the public as service users in the future. This research is important for academics to serve as a reference and as a theoretical framework for conducting evaluations in improving public service systems. For local governments, this research can also be used as a reflection for improvement in terms of the quality of the public service system.

Keywords: Analysis, System, Public Service

Introduction

Service cannot be separated from human life, because service is most needed from all aspects of life. Likewise with public services provided by the government. The implementation of public services is the state's effort to fulfill the basic needs and civil rights of citizens for goods, services and administrative services provided by public service providers. The development of the quality of public services organized by government agencies is now increasingly at the forefront and even becomes a demand of the community.

The increase and demands of the community for effective and efficient services as well as satisfying government employees as public services have become very *well known*. This is

related to the development of the needs and desires of the community which continues to be accommodated so that it becomes a complaint that becomes unrest. The community as the main character who feels the service really doesn't like convoluted services especially when it takes a lot of time because this makes the community feel they are not being looked after properly because the service system is slow so that the community gives a negative impression from their point of view.

Assessments like this will continue and will damage the image of an agency if no movement is made. The wishes and stigma of the community need to be responded to and fulfilled by these agencies, especially those engaged in the service sector. For this reason, the management needs to re-evaluate the aspects of the services that have been provided so far in accordance with the needs and desires of the people served, or on the contrary, there are still gaps between the services provided. provided with the services that society expects. The occurrence of gaps indicates that the quality of service is not optimal, so that it has the potential to reduce the performance of the agency as a whole.

According to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform (Permen PAN and RB) Number 16 of 2014, concerning Guidelines for Community Satisfaction Surveys (SKM) on the implementation of public services that are used to measure community satisfaction as service users and improve the quality of public service delivery include: Requirements , Procedures, Service Time, Fees/Tariffs, Products, Competence, Executor's Behavior, Service Information, Complaint handling, suggestions and input

Moenir (2015) argues that public service is an activity carried out by a person or group of people according to their own rights in order to realize the interests of other people according to a certain system, procedure and method. The essence of public service is to provide quality services to the community, which is a manifestation of the obligations of government agencies as public servants.

According to Wasistiono in Haerdiansyah (2011), public services are services provided to the community by the government, private groups acting on its behalf, or private groups, whether paid or unpaid, to meet the needs and/or interests of the community. According to Ivancevich, Lorenzi, Skinner and Crosby (2010), "services are visible (*intangible*) products that require human labor and the use of equipment".

This research was conducted at the Andounohu Lurah Office, Kendari City, regarding the public service system. Based on the results of interviews with the community on behalf of Yugoary Yolta Dina on Friday 16 December 2022, these results revealed that most of the obstacles and problems that often occur are the process of obtaining documents or making electronic identity cards (e-KTP), family cards (KK). and various other forms of service are still carried out semi-manually and many residents still come to service locations, even having to go back and forth many times, either because they do not understand the requirements or for other reasons.

Another phenomenon has also arisen due to delays in service at the Anduonohu Lurah Office, Kendari City, some people often say that the delay will cause delays in various matters, especially those using an electronic identity card (e-KTP) which is a requirement in an arrangement needed by the community, (interview on 16 December 2022).

The results of research that are relevant to this research, namely research conducted by Alif Maulana (2020) shows the quality of service at the Sriwidadi Village Office, Mangai

District as measured by service elements, namely Service Procedures, Service Requirements, Clarity of Service Officers, Discipline of Service Officers, Responsibilities of service officers, Ability of Service Officers, Speed of service, Fairness of getting service, Politeness and friendliness of officers, Fairness of service fees, Certainty of service fees, Certainty of service schedules, Environmental comfort, and Service Security, in general based on the specified criteria included in the good category.

This is in line with the results of research conducted by Dinda Aprilia Putri (2020) which shows that the factors that affect the quality of service at the Pelita Village Office are the ease of providing services and the attitude of the service staff is good enough in providing services to the community. Furthermore, the results of research conducted by Dewa Prima (2016) show that the quality of public services, such as physical evidence, reliability, responsiveness, assurance and empathy, is only responsive and guarantees are still not effective.

There are many problems described above regarding services that are not optimal, so the Anduonohu Family Office needs to fix these weaknesses so that services can run optimally and smoothly without any obstacles, because this is what the community wants so that people will be interested in completing each document if needed for service. The purpose of this research is to find out and analyze the public service system at the Anduonohu Lurah Office, Kendari City.

Literature review

Definition of Public Service

Public service or *public service* is a matter of convenience provided in connection with goods and services to the general public. In practice in government, the state is obliged to serve every citizen and resident to fulfill their basic rights and needs in the framework of public services which is the mandate of the 1945 Constitution of the Republic of Indonesia. In essence, the provision of public services is how to facilitate the public in completing a good matter administration or service of goods and services.

Meanwhile, referring to Law 25 2009 concerning Public Services, public services are activities or a series of activities in the framework 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. .

Public service is a series of activities carried out by public bureaucratic institutions to meet the needs of citizens of Rodiyah State (2021). Furthermore, according to Kurniawan (2019) public service is the provision of services for the needs of other people or the public who have an interest in the organization in accordance with the basic rules and procedures that have been determined.

Sinambela (2019) public service is any activity carried out by the government for a number of people who have every activity that is profitable in a group or unit, and offers satisfaction even though the results are not physically tied to a product.

Public service means as a service provider or serving the needs of people or people who have an interest in an organization in accordance with the basic rules and procedures that have been implemented and have the aim of satisfying the community, therefore public services must have good quality.

Public Service Standards

According to Article 1 of Law Number 25 of 2009 concerning Public Services, Service Standards are a benchmark for service delivery guidelines and a reference for assessing service quality, as well as criteria for service delivery in terms of quality, speed, convenience, and affordability. and the affordability of the Task and commitment to the public. Efficient, scalable service. The implementation of every public service must have a service standard and issue it as a guarantee for the certainty of the service object. Service standards are a normative measure in the administration of public services, and service providers or recipients must comply with them.

According to the Minister of State Apparatus Empowerment Decree No. 63 of 2004 concerning general guidelines for the implementation of public services, service standards must include:

1. Service Procedure

Service procedures carried out in this case include simplicity, namely ease in fulfilling requirements.

2. Completion Time

The time set from the time of filing the application is the same as the time for completing services including complaints, it must be related to the certainty of time in providing services in accordance with the length of time for each service.

3. Service Fee

Service fees or rates including details in the process of providing services, must be charged in a reasonable and detailed manner and do not violate applicable regulations.

4. Service Products

The results of services received must be in accordance with the conditions that have been set. This is related to the reality in the provision of services, namely the results of services that are not in accordance with predetermined provisions.

5. Facilities and infrastructure

Provision of adequate facilities and infrastructure by public service providers. This is related to the availability of adequate service support devices as well as the convenience and comfort in obtaining a service.

6. Competency of Service Provider Officers

The competence of officers providing services must be determined regularly based on the knowledge, expertise, skills, attitudes, and behaviors required. This relates to the responsibilities of service officers such as knowledge, discipline, courtesy, in providing services.

Based on some of the descriptions above, it can be concluded that service standard is a measure of the quality of service performed by public service providers to the community as a quality obligation and promise, also assessed from the availability of the right time, service costs, enjoying satisfying service products supported by facilities and services. infrastructure.

Principles of Public Service

As for the principles of public service in the Decree of the Minister of Empowerment (Menpan) No. 63 of 2003 it is stated that the implementation of services must meet several principles as follows:

1. Simplicity

So the principle of public service is simplicity. The meaning of simplicity is that services are not complicated, easy to implement and easily understood by the public.

2. Clarity

The second principle is to have an element of clarity. Whether it's clear technically or administratively. So if public service is unclear and the process is circular, it needs to be questioned.

3. Certainty of time

One of the principles of public service is time certainty. Where all activities and time activities have been determined.

4. accuracy

It doesn't just stop there, in fact, the working principle of public service focuses on accuracy. So what is meant by accuracy is working based on procedures and conditions and public service products that are accepted correctly, correctly and legally.

5. Security

Of course, from a security perspective, the working principle is to provide legal certainty, so that people feel safe.

6. Responsibility

As for other principles, namely working with a sense of responsibility for what is done without complaining and being ready to help the community for the benefit of public services.

7. Complete facilities and infrastructure

When we are dealing with public service interests, the public is required to pay attention to the completeness of the files or letters needed by the team of public service workers.

8. Ease of access

While what is meant by ease of access is to find out whether the services being carried out are adequate and affordable for the community. including ease of access that is modern through the ease of informatics and telecommunications.

9. 3K (Discipline, Politeness and Friendliness)

There is also what is meant by 3K, namely discipline, politeness and friendliness. So people who work as public services are required to be disciplined, polite, courteous and friendly when providing services to people who have various kinds of characters.

10. Comfort

The last principle is to provide comfort for people who need service.

Public Service Quality

According to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform (Permen PAN and RB) Number 16 of 2014 concerning Guidelines for Community Satisfaction Surveys (SKM) on the implementation of public services which are used to measure community satisfaction as service users and improve the quality of public service delivery which includes:

1. Condition

Requirements are conditions that must be met in managing a type of service, both technical and administrative requirements.

2. Procedure

Procedures are standardized service procedures for service providers and recipients, including complaints.

3. service time

Service time is the period of time required to complete the entire service process of each type of service.

4. Fees/Tariffs

Costs/Tariffs are fees charged to service recipients in managing or obtaining services from the operator, the amount of which is determined based on an agreement between the provider and the public.

5. Product Specification Type of Service

Product specifications for types of service are the results of services provided and received in accordance with predetermined conditions. This service product is the result of each type of service specifications.

6. Executor Competency

Executor Competency is the ability that must be possessed by executors including knowledge, expertise, skills, and experience.

7. Executing Behavior

Executor's behavior is the attitude of officers in providing services.

8. Service Information

Service Information is a statement of the ability and obligation of the organizer to carry out services in accordance with service standards.

9. Handling Complaints, Suggestions and Feedback

Complaint handling, suggestions and input, are procedures for implementing complaint handling and follow-up.

Pattern of Public Service

The integrated service pattern is a public service pattern that is carried out in an integrated manner by several related agencies according to their respective authorities. The pattern of integrated services in Indonesia is divided into two, namely:

1. One Stop Integrated

The one-roof integrated service pattern is held in one place which includes various types of services that have no process linkages and are served through several doors for types of services that are already close to the community.

2. One Door Integrated

The one-door integrated service pattern is held in one place which includes various types of services that have process linkages and are served through one door.

Public Service Ethics

Bureaucratic ethics is described as a norm guide for bureaucratic officials in carrying out their service duties to the community. Bureaucratic ethics must place the public interest above personal, group and organizational interests. Bureaucratic ethics must be directed to policies that really prioritize the interests of the community. Agus Dwiyanto (2008) behavior of 28 bureaucratic officials who have ethics can be reflected in polite and friendly attitudes in dealing

with service users. Ethics also contains moral elements, while these morals have rational, objective, selfless and neutral characteristics.

Bureaucratic apparatus in providing services to the public should not carry out various forms of discriminatory actions that harm other service users. Public service ethics is a field of applied ethics or practical ethics. Thus, public service ethics are not related to the formulation of new ethical standards, but are related to the use or application of existing ethical standards. Clearly, public service ethics are related to moral principles or standards in carrying out the responsibilities of the role of government bureaucratic apparatus in carrying out services for the public interest. Service ethics in the performance of public services is needed as a form of responsiveness from bureaucratic officials to the interests of service users. The interests of service users are placed as the main goal.

The main focus in public service ethics is whether public service officials, civil servants or the bureaucracy have made decisions and behaved justifiably from an ethical point of view. Because ethics is related to how humans achieve a good life, the application of ethics in the context of public service is intended so that services to the community by bureaucratic apparatus truly meet the expectations of the community.

According to Rohman (2010) defines that public service ethics is a way of serving the public by using habits that contain life values and laws or norms that govern human behavior that are considered good. In addition, Denhardt (2008) public service ethics are defined as philosophy and professional standards (code of ethics), or morals or *right rules of conduct* that should be obeyed by public service providers or public administrators. Dwngardt's definition emphasizes public service ethics as a code of ethics.

Definition of Public Service System

In Mahmudi's opinion that the public service system is a process of all service activities carried out by public service providers as an effort to fulfill public needs and implement statutory provisions Mahmudi (2005).

According to Tjokroamidjojo (2000) Service is providing, providing or operating goods or services needed by someone or needed by someone or a group of people so that they will be satisfied. While the definition of service according to Budiman (1998) says service is a process of helping others in certain ways that require sensitivity and interpersonal relationships in order to create satisfaction and success.

The public service system is an activity or sequence of activities in a business carried out by a person or group of people or a certain agency to provide assistance and convenience to people who have an interest in the organization in order to achieve goals in accordance with the main rules and procedures that have been determined. . From the above understanding it is implied that a service basically involves two parties that are interconnected, namely the service provider organization on the one hand and the community as service recipients on the other.

Purpose and Benefits of the Public Service System

The various activities within the company that must be carried out by the manager and the implementing group require a regulator and regulator, namely management. The purpose of this management is to transform existing resources into a result that has value to achieve company goals. Therefore, companies that do business successfully usually always have good

management. The purpose of the service system is to provide services that can meet and satisfy customers or the community and provide a focus on service to customers. Services in the public sector are based on the axiom that "service is empowerment". Basically every good deed certainly has a good purpose, so that it will provide good benefits as well. Besides having management goals, it also provides quite a lot of benefits for the company if it is carried out in earnest. An established company certainly wants the business that is run to live continuously without being limited by time, this is one of the goals of the company's establishment.

Mindset

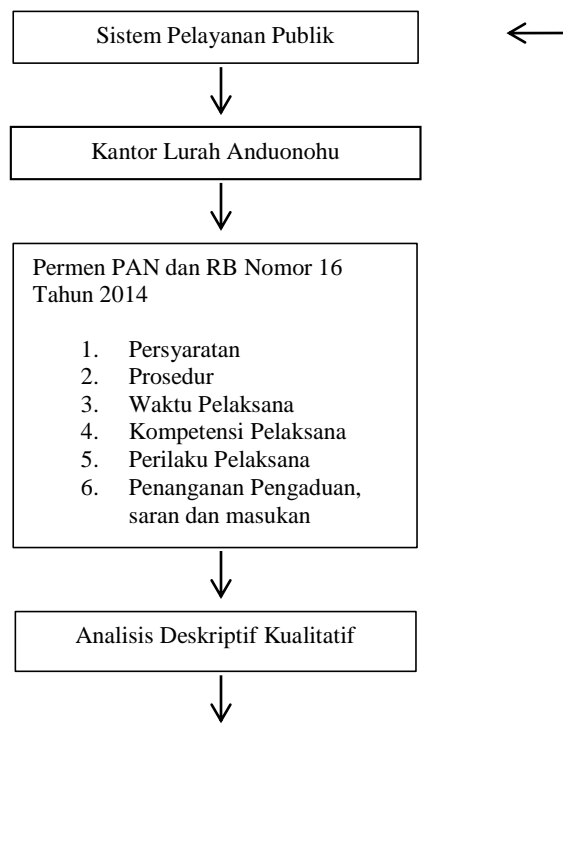
To find out whether an agency has implemented good quality public services, it can be measured in several indicators including Requirements, Procedures, Service Time, Executor Competency, Executor Behavior and Complaint Handling Advice and Input Regulations of the Minister of Administrative Reform and Bureaucratic Reform (Permen PAN and RB) Number 16 of 2014.

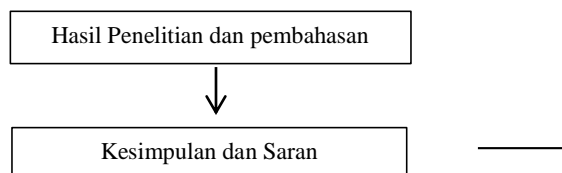
Service is one of the important aspects in supporting success in a government agency or company, good service will be the most important value in an agency and will certainly raise the name of an institution in the eyes of the public.

This research was conducted at the Anduonohu Lurah Office and used a qualitative descriptive analysis technique. Furthermore, the data is processed then the results of this study are discussed in the discussion. After that draw conclusions and provide suggestions as recommendations for attention to the Anduonohu Lurah Office.

To make it easier to understand the problem being researched and to direct research on solving problems faced by an agency, the author creates a framework in the form of a schematic direction of thought that will be discussed.

Scheme 2.1 Framework of Mind





Research Method

Research design

This research is a qualitative research, namely research that requires a deep and thorough understanding related to the object under study to answer problems and obtain data, which is then analyzed to obtain research conclusions in certain situations and conditions.

Object of research

In conducting a research, the first thing to pay attention to is the research object to be studied. The object of this research is the Public Service System at the Anduonohu Lurah Office, Kendari City.

Time and Place of Research

Research time

The time used by researchers in this research will be carried out from the date of issuance of research permits on January 20 2023 and finished on February 5 2023.

Research Place

The place of research is the place where the research will be carried out. The place or location in this research will be carried out by the Andonohu Village Office, precisely on Jl. bananas, Andonohu, Poasia District, Kendari City, Southeast Sulawesi.

Research Informants

Research informants are parties selected by researchers who will provide information related to the object to be studied. The technique for determining informants in this case was taken by looking for parties directly involved in the public service system, as many as 5 people as figures who could provide valid information, namely: Head of the Andounohu Urban Village, Public Service Section, and 3 members of the general public.

Data Types and Sources

Data type

In this research is qualitative data. Qualitative data is data in the form of words, sentences, and pictures as well as facts that can only be analyzed using qualitative analysis techniques.

Data source

Sources of data in this study are:

- a) Primary data is data obtained directly from the source. In this study, primary data was obtained directly, for example through interviews, documentation and so on
- b) Secondary data, namely documents and data needed in research which can be additional information such as the organizational structure of Anduonohu Village, Kendari City.

Data collection technique

Data collection techniques in this study are:

1. Interview

According to Budiyono (2003) said that the interview method is a way of collecting data through conversations between researchers (or people assigned) and research subjects or respondents or data sources. In this case the interviewer uses the conversation in such a way that the interviewee is willing to openly express his opinion. Usually what is requested is not ability but information about something.

In this study, open interviews will be used where the informants know that they are being interviewed and also know what the intent and purpose of the interview is.

2. Documentation

Data collection techniques are carried out through reading and studying written sources.

This technique is used to support data collected from interviews.

Data Validity Tester

One approach to measure validity in this study is triangulation. Sugiyono (2014) Triangulation is defined as a data collection technique that combines various existing data collection techniques and data sources. If the researcher collects data by triangulation, the researcher actually collects data while testing the credibility of the data, namely checking the credibility of the data using various data collection techniques from various data sources.

Data analysis technique

Data analysis whose process goes from facts (data) to theory. This method avoids manipulation of research data, so that based on new data it is adapted to the theory of Rohmadi and Nahsuca (2015).

The data analysis technique used in this study follows the concept of Miles and Huberman in Sugiyono (2014) suggesting that activities in qualitative data analysis are carried out continuously until complete, so that the data is saturated.

Operational definition

Public service system is a series or steps that will be carried out at the Anduonohu Lurah Office to meet the needs of services to the general public. The public service indicators are:

1. Requirements, are things or things that will be a requirement in making a submission that requires requirements.
2. Procedure is the process of an activity that is sequential or interconnected with one another to achieve a goal.
3. Implementation time/service is an activity that will be carried out within a specified period of time and usually the implementation time has a certain period of time.

4. Executor Competency is an individual who has special expertise to carry out a service activity or other.
5. Implementing behavior is a trait possessed by a person in carrying out an activity about how his attitude is towards society or someone.
6. Handling Complaints, suggestions and input is a place for someone to make notifications about what he is feeling in the form of a negative impact so that he can report everything he is feeling and hope he will get a solution.

Results and Discussion

The results of this study will analyze the public service system at the Anduonohu Lurah Office, Kendari City. This study discusses the public service system at the Anduonohu Lurah Office, Kendari City. Regulation of the Minister of Administrative Reform and Bureaucratic Reform (Permen PAN and RB) Number 16 of 2014 concerning Guidelines for Community Satisfaction Surveys (SKM) on the implementation of public services which are used to measure community satisfaction as service users and improve the quality of public service delivery. Based on the results of the research and discussion regarding the Public Service System at the Anduonohu Lurah Office, Kendari City, it can be seen from the 6 indicators, namely Requirements, Procedures, Implementation Time, Executor Behavior, Implementer Competence and Complaint Handling, suggestions and input from these indicators are practically good, which from to All of these 6 indicators clearly appear to be fulfilled except when the service implementers in serving the community are still not good. The delay in a service is because the Kelurahan is only a bridge to facilitate all community affairs, but this is what the community actually needs to simplify their affairs because we know that the community does not like a service that is difficult with the Kelurahan as a bridge to make arrangements to be a very positive thing for public.

1. Terms of Service

The results of research conducted regarding the requirements for making electronic identity cards (e-KTP) at the Anduonohu Lurah Office, Kendari City, Southeast Sulawesi show that the role of the Kelurahan in directing the community to complete the requirements is practically good and very easy to complete in every arrangement. This is because the kelurahan has often socialized the community about the terms and conditions in accordance with the service standards themselves such as bringing a letter of introduction from the RT/RW, photocopy of family card and at least 17 years of age and above. This must be completed to carry out an arrangement at the lurah office.

2. Procedure

The results of research conducted regarding service procedures for making electronic identity cards (e-KTP) at the Anduonohu Sub-District Office, Kendari City, Southeast Sulawesi, which can be said to be very easy for the public with very clear procedural provisions using the vehicle public integrity service application (Laika) this really helps the community not to go directly to take care of their needs and the direction given by the Kelurahan to help the community is also very good in accordance with the applicable service standards, this has also been explained in the results of interviews with informants. In addition, the role of the Kelurahan as a bridge to carry out management,

especially with the online system, is also very beneficial for the community, especially since there are many people who do not know about the use of the application so that all arrangements are carried out by the Kelurahan.

3. Execution / Service Time

The implementation/service time at the Anduonohu Village Office, Kendari City, according to the results of the research above, can be said that the time to complete an arrangement for making an Electronic Identity Card (e-KTP) takes a long time because the delay that occurs depends on the number of queues that exist, but by definition Basically, the completion of the electronic identity card (e-KTP) arrangement takes a maximum of two weeks, this is arguably an obstacle that makes people lazy to carry out an arrangement because it takes a long time, but inevitably they have to be followed because the regulations apply. . Things like this need to be paid attention to efforts that can increase the timeliness of completion in serving the community.

4. Competency of Service Executors

The results of research related to the competence of service implementers at the Anduonohu Kelurahan Office, Kendari City, have shown a good role in carrying out a service that is based on the Kelurahan mission, namely excellent service and the desire and desire to learn is also shown by Kelurahan service employees. As well as the individual abilities of the head of service and service staff, there is no need to doubt the level of education, which can be said to be good. This shows that good quality service comes from employees who have good individual abilities and are able to work well together.

5. Executing Behavior

The results of research conducted regarding the behavior of implementing employees at the Anduonohu Village Office, Kendari City, Southeast Sulawesi, there were differences of opinion about the behavior of service implementers, but by adding informants to obtain accurate answers, the researchers concluded that the behavior of service implementers at the Anduonohu Village Office, Kendari City, was practically good. However, this still needs to be continuously improved because there are still people who think that service behavior is not good enough. Therefore, efforts must be made to improve behavior when providing services.

6. Handling Complaints Suggestions and Feedback

The results of the research conducted related to the handling of complaints, suggestions and input at the Anduonohu Kelurahan Office, Kendari City, Southeast Sulawesi, can be said to have been carried out properly according to the results of the interviews above, that handling complaints from the community and suggestions given by the community can be done directly to the kelurahan to convey everything then employees will certainly be followed up especially if the complaint is true, but suggestions from the community certainly need consideration because that is the part that requires a joint decision.

Research Limitations

This research was conducted with qualitative methods. The limitations of this study include the subjectivity that exists in researchers. This research is very dependent on the researcher's interpretation of the meaning implied in the interview so that the tendency for bias

still exists. To reduce bias, a source triangulation process is carried out. Source triangulation is done by asking the same questions with different informants with the aim of drawing a conclusion.

Conclusion

Based on the results of the research and discussion regarding the Public Service System at the Anduonohu Lurah Office, Kendari City, it can be seen from the 6 indicators, namely Requirements, Procedures, Implementation Time, Executor Behavior, Executor Competency and Complaint Handling, suggestions and input from these indicators are arguably not maximized from the 6 indicators. This is precisely when the service executor in serving the community is still not good. The delay in a service was because the Kelurahan was only the spearhead of administrative services in facilitating the community to manage e-KTP which was required to be able to provide maximum service because from the results of interviews with several informants it was concluded that in service time there was no consistency in determining the time for completion of services to the community.

Suggestion

The suggestions that researchers can give include:

1. The Anduonohu Village Office, Kendari City, must continue to develop a good service system, especially when implementing services in completing a service and for employees who can be more friendly and smiling in serving the community because basically good service can start from good behavior. As well as being able to make banners for information about the completion time in each service.
2. For future researchers, if they can develop this research by adding other variables and conducting tests in a wider location and using different indicators.

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