

The Influence of Bureaucratic Behavior on the Quality of Public Services in Pattalassang District, Takalar Regency

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ABSTRACT

The purpose of this study was to analyze the influence of bureaucratic behavior on the quality of public services in Pattalassang District, Takalar Regency. Employee performance variables in this study include education, experience, knowledge and skills, while the bureaucratic behavior variables consist of employee needs, self-confidence, expectations, hierarchies and control systems. The variables of Public Service Quality include productivity, efficiency and community satisfaction. The population of this research is 33 civil servants and non ASN employees at the Pattalassang District Office, Takalar Regency. This study uses the Population Study or Census Study method, so the entire population is designated as respondents. This study uses an explanatory survey with data collection techniques through questionnaires, interviews and documentary studies. Furthermore, the data obtained were processed using Pearson Product Moment correlation analysis. The results showed that there was a positive and significant effect of employee performance and bureaucratic behavior on the quality of public services at the Pattalassang District Office, Takalar Regency. Based on the results of the study, it can be proven that improving employee performance and bureaucratic behavior can support and is very relevant to the quality of public services at the Pattalassang District Office, Takalar Regency.

Keywords: Employee Performance; Bureaucratic Behavior; Service Quality

INTRODUCTION

Bureaucracy is an indispensable tool of the State in administering the State as well as to serve the community (Bennis, 2017; Hull, 2012; Savage et al., 2014; Weber, 2015), that the State was created because of the occurrence of a social contract for the welfare of the community, so that it is in serving the interests of the people. The state requires a unit of government known as the bureaucracy (Kornberger et al., 2017; Niskanen, 2017; Wilson, 2019; Yusriadi & Farida, 2019). Bureaucracy develops as the main means in administering the state and in various fields of national life. The bureaucracy has the task of translating various political decisions into various public policies and has the function of managing the implementation of these policies in an Operational, Effective and Efficient manner (Hughes, 2012; Krislov, 2012; Rondinelli, 2013). Therefore, it is realized that the bureaucracy is a critical success factor in the overall implementation of the government agenda (Ahmed et al., 2019; Pratama et al., 2019; Syed et al., 2018), including in realizing clean government and good governance (Junaedi, 2020; Madue, 2013; Moonti, 2019; Widodo et al., 2018).

Employee performance is the most decisive factor in implementing regional autonomy activities, who stated that "No matter how sophisticated the organizational facilities and infrastructure are without being supported by the capabilities of employees (Human Resources) (Anitha, 2014; Hameed & Waheed, 2011; Madue, 2013; Shahzadi et al., 2014), the organization will undoubtedly develop. This opinion shows a statement that is hard to deny where humans are the most important element in every organization, including government organizations because other sources are basically inanimate objects that are only meaningful to the organization when used by humans. In an effort to realize this goal, it is very necessary to have quality human resources. suggests that "Humans are the most important element in the organization, as well as its most valuable possession." Why is this very important because humans are the subject of every organizational activity, then humans are the actors and drivers of the processes and mechanisms that run an organization. Therefore, an organization will run well if it is supported by good human resources and in accordance with organizational goals.

Other dimensions related to employee performance aspects are work experience, knowledge and skills. Work experience will be shown by employees in overcoming work problems without encountering difficulties, while knowledge will be seen from how employees understand the work program that has been determined. Aspects of education, experience, knowledge and skills of employees will affect the ability of employees to carry out their duties in order to improve the quality of public services.

bureaucratic behavior in Pattallassang District , according to the author's initial observations, does not support the Quality of Public Service in Pattallassang District . This is reflected in several aspects, including: employees tend to lack the courage to innovate and the career promotion system is not based on employee achievements and abilities. Theoretically, regarding bureaucratic behavior, that as a result of organizing government employees in a hierarchical bureaucratic structure, they tend to accept modest achievements, lack creativity, lack of innovation, oppose change, and are less responsive to customer needs. behavior is essentially the result of interactions between individuals and their organizations". From a systemic perspective , Indrawijaya says that "Human behavior is determined by the input and output processes. That is, we must assume that humans are an open system, not something that we can isolate, and that humans integrate with the environment and live in the environment".

The quality of public services is the extent to which bureaucratic behavior supported by qualified human resources can contribute to various problems faced by the community and can provide services that are easy, simple and uncomplicated and in accordance with operational standards and procedures that have been set by the government. organizations and organizational units based on existing regulations, in line with this. three things that can be done to measure the quality of public services, namely, "Achievement of Goals, Integration and Community Satisfaction".

METHOD

That the method used in this research is qualitative by testing the hypothesis in accordance with the formulation of the problem studied so that it can be seen whether or not there is a significant influence between bureaucratic behavior on the quality of public services in Pattallassang District, Takalar Regency. suggests that the population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions. Meanwhile, defines that the population is the entire research subject. Based on this understanding, the population of this research is Civil Servants in Pattallassang District , Takalar Regency, amounting to 33 people. The data collection techniques carried out were (1) observations made observations of the research location, (2) direct interviews with respondents to obtain the primary data needed, (3) distributing questionnaires or questionnaires to respondents who were ASN or Volunteer Workers who worked at the District Office. Pattallassang Takalar Regency and (4) take documentation in the form of collecting OPD reports that can support the completeness of research materials. Then conduct a research instrument with Validity and Reality Test.

RESULTS AND DISCUSSIONS

Based on the answers from respondents to research conducted related to the influence of bureaucratic behavior on the quality of public services in Pattallassang District, Takalar Regency, that in Variable X 1 (Employee Performance) which includes the sub-variables Education, Experience, Knowledge and Skills from 33 respondents there are 11 questions that includes employee performance variables, so that the respondent's answer shows a total variable score of 1222 from the sum of the scores for each dimension and from the respondents' answers it is also known that the weight score is 4 (34.37%), then the category interval shows that the variable X 1 (Performance Employees) is between the Median and Quartile III, this indicates that it is in the GOOD category.

Respondents' responses to the variable X 2 (Bureaucracy Behavior), from 33 respondents there were 14 questions that included bureaucratic behavior variables, respondents' answers showed that the total score for the bureaucratic behavior variable was 1464 from the sum of the scores for each dimension, then the proportion of respondents' answers placed behavior bureaucracy is on a weighted score of 4 (36.34%), then the Category Interval shows that the X 2 variable (Bureaucracy Behavior) is between the Median and Quartile III, so that the bureaucratic behavior variable is in the GOOD category.

While the respondents' responses to the Y variable (Quality of Public Service), from 33 respondents, there were 11 questions that included the variables of the quality of public services, the respondents had given the answer in which the total score of the quality of public services was 1103 from the sum of the scores for each dimension, then the proportion Respondents' answers placed the quality of public services at a weighting score of 4 (35.54%), then the Category Interval showed that the Y variable (Quality of Public Services) was between the Median and Quartile III, so that the variable quality of public services was included in the GOOD category.

C ONCLUSION

That in accordance with the results of research and discussion, it is concluded that the influence of Employee Performance and Bureaucratic Behavior together has a positive and significant effect on the Quality of Public Services in Pattalassang District, Takalar Regency, because it is supported by reliable ASN human resources, an easy mechanism and not convoluted, clear Operating Standards and Procedures and clear organizational goals. Nevertheless, the State Civil Apparatus and voluntary personnel must continue to increase their personal capacity, both formally and non-formally, so as not to lag behind the rapid development of information and administrative-based technology.

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