

Effectiveness of Office Administration Governance in Improving the Quality of Administrative Services

Jamaluddin¹, Sitti Anugrah Nur², Muh.Darwis^{3*}

^{1,2,3}Universitas Negeri Makassar

Abstract. The effectiveness of administrative governance in improving the quality of administrative services. This research aims to determine the effectiveness of office administration governance in improving the quality of administrative services at the Bone Village office, Bajeng District, Gowa Regency. This type of research is descriptive research using qualitative methods and approaches to determine the effectiveness of office administration governance in improving the quality of administrative services at the Bone Village office, Bajeng District, Gowa Regency. The number of informants in this study was 3 people, namely 1 head of the administration sub-division, and 1 financial staff employee. 1 from the administrative department. The data collection techniques used are the observation method, interview method, and documentation method. The data analysis techniques used by researchers are data reduction techniques, data presentation, conclusions, and verification. The results of this research show that the achievement of service targets can be realized well, leadership abilities and human resources are quality provide excellent service in providing services, and overcome problems experienced. This research can be used as a reference in improving the quality of administrative services by using the latest indicators to determine the effectiveness of office administration governance, which is different from previous research which still used previous indicators to measure the effectiveness of office governance in improving the quality of administrative services.

Keywords: Effectiveness, Governance, Office administration, Service

1. Introduction

Public servants are a basic service in government services to meet community needs. Public services are an important indicator in assessing government performance, both at the central and regional levels. Government administration is said to be good if the public services provided are oriented towards the interests of realizing community welfare (Mustafa et al., 2022; Niswaty et al., 2022a; Syarifuddin et al., 2021). Good and quality service has implications for satisfaction with the community because the community directly assesses the performance of the services provided (Darwis et al., 2021; Niswaty et al., 2022b; Takdir et al., 2021). In service, the indicator of community satisfaction is the benchmark for the success of government administration. The current phenomenon is that there are still government organizations that cannot carry out their service functions well. Public dissatisfaction with the quality of public services still colors the implementation of government services, including village government. Low workability resulting from the low level of education and training possessed by officials is one of the inhibiting factors in providing services in village government.

Administration is a series of activities together with a group of people systematically to carry out a business or organizational mission so that it can be carried out as planned, organized, moved, controlled, and supervised so that predetermined goals are achieved.(Niswaty et al., 2020; Renold et al., 2020; Taliang et al., 2023). Administrative activities will be more effective if supported by good management. Meanwhile, to realize good governance, one way is to provide accurate, precise, and fast information.

Administration is defined as administration and determining facts in writing with a purpose, (Jamaluddin et al., 2019; Smith & Akib, 2015)Administration is the administration that includes every neat and systematic understanding and determination of facts in writing with the aim of obtaining a comprehensive view and a reciprocal relationship between one fact and another.

Corresponding Author: Muh. Darwis

Email: muh.darwis@unm.ac.id

History: Submitted: 10 May 2023

Review: 15 July 2023

Publish: 30 August 2023

The Bone Village Office is useful as a center for community service facilities, being the center for all activities in the village, whether in the fields of government, empowerment, or coaching, everything is centered in the Bone Village Office, and at the Bone village office the community can also request files or letters. introduction to making documents such as KTP, Family Cards, Birth certificates, or other documents. Success in office administration governance in improving service quality is influenced by many things. The main argument in the research based on observation results is that there are three main problems related to office administration governance in improving the quality of administrative services. These three problems are seen from the level of employee discipline, namely: absenteeism, attendance, and wearing official uniforms. Then the working hours regulations have not been maximally adhered to, thus causing delays in the process of providing effective and efficient administrative services. The next problem is that the archival arrangements have not been neatly arranged in accordance with the archival operational standards stated in the government administration SOP used by the government within the framework of implementing National Bureaucratic Reform.

Standard Operational Procedures for Government Administration are stipulated in Regulation of the Minister for Administrative Reform and Bureaucratic Reform Number 35 of 2012. Apart from the regulation, the Ministry of Home Affairs has also established guidelines for Provincial and Regency City Government Agencies in compiling SOPs contained in Minister of Home Affairs Regulation Number 52 of 2011 Concerning Standard Operating Procedures within Provincial and Regency/City Governments. Government Regulation Number 28 of 2012 Concerning Guidelines for Implementing Standard Operational Procedures) for Government Administration within the National Archives of the Republic of Indonesia. This problem is an obstacle in the service process, in general, it often occurs in an institution or government agency. Riko Riyanda's research suggests that there are three inhibiting factors in a service. These factors include: poor quality leadership and human resources, lack of training for excellent service, then the rise of illegal levies to facilitate access to services, this has an impact on service delivery that is less than optimal.

2. Method

This study uses a qualitative method. According to (Sugiyono, 2018) The qualitative research method is a research method based on the philosophy of postpositivism, used to research the conditions of natural objects, (as opposed to experiments) where the researcher is the key instrument, sampling of data sources is carried out purposively and snowballing, the collection technique is triangulation (combination).), data analysis is inductive/qualitative, and qualitative research results emphasize meaning rather than generalization." This research uses descriptive research. The research focused on four indicators, namely target achievement, limitations, job satisfaction, and responsibility. This indicator is used to determine the effectiveness of office administration governance in improving the quality of administrative services at the Bone Village office, Kec. Bajeng District. Gowa.

To obtain accurate and objective research results, in data collection, researchers used various types of primary and secondary data sources. The data collection techniques used in this research are observation, interviews, and documentation. Checking the validity of data, namely triangulation as a technique for checking the validity of data.. The data analysis used in this research is (1) Data reduction, carried out to review all field notes obtained through interviews, observations, and documentation studies, to then be summarized. (2) data display, where the data that has been obtained will be clearly visible and systematically arranged. (3) Drawing conclusions, is a further analysis of data reduction, so that the data can be concluded, and researchers still have the opportunity to receive input.

3. Results and Discussion

To determine the effectiveness of office administration governance in improving the quality of administrative services at the Bone village office, Bajeng District, Gowa Regency, processing and presenting data that has been obtained using data collection techniques in the form of observation, interviews and documentation will be presented in the form of a description as follows:

3.1 Target Achievement

Target achievement is measured by looking at the achievement of excellent service to registered users or parties. So that service achievement can be realized well, effective and maximum socialization is needed. Regarding achieving the target of excellent service to the community, Mr. J as Head of Administration stated that:

"Services are carried out quickly and as optimally as possible, as well as outreach to the community regarding the services available at the village office. Every person who goes to the village office to arrange paperwork must bring their KK/KTP. "Sometimes there are people who forget to bring their KK/KTP so they are told to go home to get their KK/KTP." (interview 06/04/2022)

Mr M.R as a general public also added that:

"The services provided and the attitude of the employees in providing services are very friendly and help make it easier for people to obtain services, everything is in accordance with applicable procedures and procedures so that people feel comfortable in receiving services." (interview 06/04/2022)

The effectiveness of population administration services in improving government governance is effective and maximal as seen from the services provided quickly and maximally making it easier for the public to obtain services, equal staff fairness because parties do not discriminate, and friendly and nurturing attitudes so that the public feels comfortable and is considered to provide equal service in the service process. This shows that the service provided has achieved excellent service, both perceived by the community and in terms of service delivery by the staff.

3.2 Limitations

As the Adaptation to New Habits (IMR) or new normal era was implemented during the COVID-19 emergency response, the public service sector, which had experienced restrictions or temporarily stopped services, began to carry out activities in accordance with established health protocols. This momentum is certainly a relief for people who have been delayed in accessing public services.

It is hoped that enthusiasm for the re-operation of public services will not give rise to new problems and polemics in the community on the grounds that efforts to prevent service delivery are starting to make adjustments to renewing service hours, adding service conditions and service periods as well as service mechanisms from direct to online. Changes to service standards during the period of adaptation to new habits must be carried out according to procedures by massively involving and informing the community. In line with that, the Bone village secretary, Mr. A, said that:

"Services are carried out in accordance with procedures implemented by the government, such as community service hours which are limited to 08:00-16:00 from Monday-Friday. The community and all Bone village office officials are required to comply with health protocols. "The community will not be served if they do not comply with health protocols and Bone village government officials

will not be allowed to work if they do not meet the health protocol requirements." (interview 06/04/2022)

In line with Mrs. H's statement which stated that:

"The public receives good service in accordance with applicable procedures, both in terms of preventing transmission of the corona virus such as using masks and maintaining distance. However, unfortunately, there are still people who neglect to comply with the applicable rules, such as not wearing masks or standing and sitting close to each other, which makes some people feel disturbed." (interview 06/04/2022)

The adaptation capacity at the village office in administrative services has been fulfilled as much as possible by the employees, but there are still some residents who are negligent about the health procedures that have been determined. It has been proven that there are still residents who want to take care of documents but still forget to wear masks and break through the queue that has been spaced out, thus the efforts made by employees to expedite service registration are by giving warnings to residents and inviting them to go home first to collect masks at their homes.

3.3 Performance Satisfaction

Each employee has a different standard of job satisfaction. Employee job satisfaction is assessed from their emotional attitude of being happy and loving their job. This attitude is reflected in work morale, discipline, and work performance. According to Mr B as financial staff that:

"There have been complaints from several village officials regarding a mismatch between the skills possessed and the work placement of employees, so that employees do not have initiative in working, resulting in less than optimal work quality. (interview 06/04/2022)

Added further by Mr. J as Administrative Staff explaining that:

"The lack of job satisfaction for Village officials in the office is due to the work environment for employees being less supportive, such as only having 2 computer work facilities, so not everyone can use them simultaneously." (interview 06/04/2022)

Job satisfaction among employees is still not achieved because the work environment is less supportive in completing work, such as lacking office facilities, which prevents work from being completed quickly, in addition to that, working relationships between employees are still not well established, and work placements are inappropriate and unsuitable. with the expertise of each employee, not all employees can complete the assigned work tasks well and optimally.

3.4 Responsibilities

Responsibilities are the jobs that each village official must carry out in accordance with their respective parts. The organization can carry out the mandate it has carried out in accordance with the provisions that have been made previously and can face and resolve problems that occur with its work. Village officials can provide maximum service to the community if they have responsibilities that are in accordance with their abilities. In connection with this, J as Administrative staff stated that:

"Employees work according to their respective fields and abilities, each employee does not get additional work either from superiors or co-workers and works according to their duties and assignments, while obstacles to work come from the internet network which is sometimes slow, thus hampering work connected to the center. ". (interview 06/04/2022)

Mr. A as secretary added the same thing, saying that:

"Employees work according to their respective portions, there is no additional work given outside of work, it's just that sometimes if there are other colleagues who need help, the employees will help each other if they are not busy or have free time." (interview 06/04/2022)

The amount of responsibility accepted by village officials is considered to be in accordance with the abilities of the employees, employees work according to their respective portions based on their respective parts and are not required to complete work that they do not master or understand, employees will help each other if needed by one of their colleagues work that requires help. Employees work as optimally as possible according to their respective duties and abilities, showing that the responsibilities received or obtained by each employee are good.

Discussion

Service is not only defined by its contextuality but must be implemented substantively, which means who serves and how the service must be implemented responsibly and professionally. So that the existence of service delivery using various means and methods and service recipients with various terms and conditions can be integrated into the context of providing excellent public services. In accordance with government administration which is the basis for creating a better government. The latest journal that I got by (Mustofa, Faizal, Affiuddin, & Hayat, 2020) entitled The Effectiveness of Population Administration Services in Improving Good Government Governance. This research uses a qualitative approach method and descriptive research type. The research results show that the implementation of services, especially in the field of population administration and civil registration, is carried out in accordance with existing mechanisms and regulations that have been established by looking at several service indicators such as the simplicity of KK, KTP and birth certificate services in the Merjosari sub-district which are simple and good.

The effectiveness of office administration governance can be an effort to improve services, this can be seen as follows:

3.1 Service Administration Governance

Governance will be realized if it has principles that inspire trust, such as accountability, effectiveness, efficiency, family orientation, participation, law enforcement, and transparency. Administrative governance is carried out in a structured and systematic manner in compiling, planning, analyzing, and determining plans in order to achieve the goals set in providing excellent service. Administrative governance will run well if there is an organizational framework that supports and increases innovation, and there are supporting regulations from the government to improve service quality.

In order to create good village governance, the village government must be supported by correct administrative governance. Village administration activities include the entire process of recording data and information regarding the implementation of village government in the village administration book. Administrative governance is an effort made to fulfill the implementation of public policies that have been determined by the central government, in order to improve public services.

According to (Nawawi, 2012, p. 29) "Governance will be realized if it has principles that inspire trust, such as accountability, effectiveness, efficiency, family orientation, participation, law enforcement and transparency." From this description it can be concluded that governance is an activity carried out in a structured and systematic manner in compiling, planning, analyzing, and determining plans in order to achieve set goals.

3.2 Quality of service

Quality public service or what is usually called excellent service is the best service that meets service quality standards. Service standards are benchmarks used as guidelines for service delivery and a reference for assessing service quality as an obligation and promise of service providers to the community in the context of quality, fast, easy, affordable, and measurable services. In implementing the service process, the ability of village officials to provide services as promised accurately and reliably really helps the community in receiving services quickly and easily. In implementing services, the public will directly assess the performance and abilities of employees in carrying out the service process. The expertise of employees at the Bone Village Office is very necessary because the expertise of these employees will determine the success of the service.

Public services at the Bone Village Office have implemented excellent service and its indicators. Public quality assessments that have been running according to community expectations in this excellent service include prioritizing the interests of service users, employees serving with courtesy, employees serving in a non-discriminatory manner, and officers serving and respecting every service user.

Governance will run well if there is an organizational platform that supports, increases innovation, and there are supporting regulations from the government (Aulya et al., 2016; Niswaty et al., 2016). This is in line with what was found that Bone Village officials both encouraged each other to provide services using their respective expertise in order to achieve excellent service. Apart from encouraging each other, Bone Village officials also hold coordination meetings or some kind of evaluation every three months regarding how services have been provided to the community. By conducting an evaluation, Bone Village officials will provide suggestions if there are service employees who are still unable to provide services well.

3.3 Effectiveness of administrative governance in improving services

The Bone Village office is one of the agencies tasked with providing regional government administration services when viewed from the four indicators used, namely target achievement, limitations, job satisfaction, and responsibility in measuring and knowing the effectiveness of administrative governance in improving services that are running according to community expectations. In this case, employees respond to every service user who wants to get service, employees provide service quickly, employees provide service appropriately, employees provide service carefully, employees provide service in a timely manner, and all service user complaints are responded to by service employees. Governance will be implemented well if it has a conducive organizational culture, as well as determining management functions well, and implementing them in a sustainable manner with each other, thus producing positive collaborative partners between the government, the private sector, and the community as service users (Ayu et al., 2019; Daraba et al., 2018). This shows that administrative governance has a big influence on improving services in an organization.

Likewise, the four indicators used are achieving targets that are effective and maximal, seen from equal staff fairness because parties do not differentiate, everyone is considered equal in the service process. There are limitations, services are carried out in accordance with the procedures in place, apart from that the community and all Bone

Village office officials are required to comply with health protocols. The community will not be served if they do not comply with health protocols and Bone Village government officials will not be allowed to work if they do not meet the health protocol requirements. Employee job satisfaction is still not achieved, apart from that, working relationships between employees are still not well established, resulting in not all employees being able to complete the work tasks given. And the last thing is responsibility, which is accepted by village officials according to the abilities of the employees, they work according to their respective portions based on their respective parts.

4 Conclusion

Based on the description of the research results and discussion, a conclusion can be drawn, namely the effectiveness of office administration governance in improving the quality of administrative services at the Bone village office, Bajeng District, Gowa Regency when viewed from target achievement, adaptability, job satisfaction and responsibility. So the target achievement is obtained, measured by looking at the achievement of excellent service to registered users/parties, so that service achievement can be realized well, effective socialization is needed which has been carried out well. The ability to adapt the services of the Bone Village Office, Kec. Bajeng District. Gowa can be measured by its leadership ability quality human resources and excellent service, in this case, the employees have provided excellent service. Each employee can carry out the mandate they have carried out in accordance with the provisions that have been made previously and can face and resolve problems that occur with their work. This can be seen in employee discipline in providing services, employee accuracy in providing services, and initiative in overcoming problems experienced.

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<https://doi.org/10.22495/jgrv12i3siart1>