

The Quality of The Public Service At the Civil Registry Service Office of Bima District

Rosnani¹, Syamsul Bahri², Juharni³

Postgraduate Public Administration Program

Universitas Bosowa Makassar

Email: nanisape90bima@gmail.com¹

(Received: Februari-2020; **Reviewed:** April-2021; **Accepted:** June-2021;

Available Online: September-2021; **Published:** September-2021)



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ABSTRACT

This study aims to examine, analyze and interpret: The implementation of public services at the Department of Population and Civil Registration in Bima Regency. Because if you look at the current phenomenon, there are still many complaints from the community, such as lack of human resources, lack of socialization, limited facilities. This research is descriptive analysis using a qualitative approach, the data obtained from a number of informants. The results of the study indicate that the services provided by the Population and Civil Registration Office of Bima Regency are effective, timely and systematic. by online. Through innovation and sufficient work ethic, innovations are created such as: servant services to the people's porch for the issuance of population cards and civil registration that are fast, free, free of charge with mobile service cars to support technology-based services in improving quality performance. The conclusion of the researcher, 1) The implementation of services organized by the Department of Population and Civil Registration of Bima Regency provides public services in accordance with the needs of the community. in document-making services 2) Improving the quality of public service performance carried out by the Department of Population and Civil Registration of Bima Regency with regulations that bind the necessity that the quality of public service performance will be achieved optimally.

Keywords: Administrative; Public Service; Quality

INTRODUCTION

The dynamics of public services in Indonesia have indeed become an interesting discussion in the lives of the wider community when dealing with a bureaucracy that is still chaotic and has become its own color in the bureaucracy at this time. Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services Article 1 Public services are activities or series of activities in the context of fulfilling service needs in accordance with laws and

regulations for every citizen and resident of the goods, services, and/or administrative services provided. By public service providers (Kjeldsen, 2014).

Public services at the Bima Regency Population and Civil Registration Office are an integral part of government administration. Service is a concrete form of government in serving its people. Because if you look at the current phenomenon, there are still many complaints and complaints from the public, lack of human resources, still lack of socialization, limited facilities, far from service places, lack of service facilities and infrastructure. Advances in information technology are also a solution in meeting the aspects of transparency, accountability and public participation (West, 2004).

The integration of the government administration system through on-line information networks needs to be continuously developed, especially in service delivery, so that data and information are available to government agencies that can be analyzed and utilized appropriately, accurately, and safely. Services at the Department of Population and Civil Registration are classified as types of public services because of the public interest in the community served by the City/Regency (Xue & Zhong, 2012).

In particular, Bima Regency, the public interest in the community is the main target in the implementation of public services (Lagarde et al., 2013). The officials of the Population and Civil Registration Office of Bima Regency as bureaucrats at the regional level are required to be able to handle the obstacles faced in development efforts promoted by the government. The Department of Population and Civil Registration Office of Bima district must be able to carry out its main function, namely providing good, agile, effective and efficient services to the public (Kaiman, 2013). Quality theory.

The quality of public services is the core of a service performance (Nutley et al., 2007). Service performance is an important point in the implementation of public services. The quality of public services is an indicator of the success of the public services provided. According to Fandy Tjiptono (2004:2) "quality is 1) compliance with requirements/demands, 2) suitability for use, 3) repair or improvement of sustainability, 4) free from damage, 5) fulfillment of customer needs from the beginning and at any time, 6) doing things right from the start, 7) something that can make customers happy". Researcher conclusion The quality of service of public organizations is an important component that must be considered in providing excellent service. Service Theory (Sampson, 2010).

Excellent public service is a sign of a new awareness of the government on the main responsibility in managing the government and meeting all the needs of the community. Service is an activity or series of activities that are invisible that occur due to interactions between customers and employees or other things provided by service providers that are intended to solve problems. customer problems. The researcher concludes that public satisfaction is the public's response to the discrepancy between the level of expectations they have with the actual performance they feel after using public services.

Public Theory. The public is a group of people whose humans or individuals basically live in groups, which is why in the order of their social life, humans always identify their lives with their respective organizations which have sociological interests. Define the public as an active social unit consisting of all parties involved who recognize a common problem that they will seek to solve together. Defines the public as a group of people/groups in society who have the same interest or concern for something. The conclusion of researchers on the development of human civilization from time to time, then humans in groups or organizations they manage need management arrangements. Performance theory (Buchan et al., 2009).

Every service provided is part of their duties and responsibilities and it is the obligation of service providers to provide good service (Stanberry, 2006). That performance is the implementation of a job and the improvement of the work in accordance with its responsibilities, so that it can achieve results as expected. Thus, the responsibility inherent in him becomes a mandate that is carried out in totality and full of sincerity. Researcher's conclusion Performance is oriented to an expected result together in accordance with what has been planned to carry out as well as possible and full of responsibility and to get satisfactory results. Services at the Department of Population and Civil Registration are classified as types of public services because of the public interest in the community served by the City/Regency. In particular, Bima Regency, the public interest in the community is the main target in the implementation of public services. The officials of the Population and Civil Registration Office of Bima Regency as bureaucrats at the regional level are required to be able to handle the obstacles faced in development efforts promoted by the government (Cummings & Rhode, 2009).

METHOD

Qualitative research has a different design model with quantitative research. There is no standard pattern regarding the format of qualitative research design, because; 1) The main instrument of qualitative research is the researcher himself, so that each person can have his own design model according to his taste, 2) The process of qualitative research is cyclical, so it is difficult to formulate a standard format, 3) Generally qualitative research departs from certain cases or phenomena, making it difficult to formulate a standard design format (Fossey et al., 2002; Hennink et al., 2020; Silverman, 2020).

The scope of this research is the quality of public services at the Office of Population and Civil Registration of Bima Regency, so that it will be known the application of services provided by functions, confirmation, reliability, serviceability, guarantees. Public service performance. goals, standards, feedback, tools or means, competencies, opportunities, motives. Description of Research Focus. Public services ensure the continuity of state administration which involves the development of service policies and management of resources originating from and for the public interest. As a profession, public service is based on the principles of professionalism and ethics such as accountability, effectiveness, efficiency, integrity, neutrality, and fairness for all service recipients. The locus of this research is the Office of Population and Civil Registration of Bima Regency (Newman, 2000).

Elements at the Office of Population and Civil Registration of Bima Regency and the community who are considered capable of providing information. The informants needed by researchers are as follows: Head of Service, Head of Section, Service Officers/Employees, People who make family cards, people who make e-KTPs, people who make birth certificates, people who make marriage certificates, people who make divorce certificates, Society that makes death certificates. The number needed is 9 people. Data collection technique. Interview.

For qualitative research, the questions used in interviews are open-ended questions, so that the informants can answer more comprehensively. Documentation. To find qualitative research data, the documentation to be carried out is in the form of archives and/or the format of the document. Data analysis technique. In qualitative research, findings or data can be declared valid if there is no difference between what is reported by the researcher and what actually happened to the object under study.

RESULT AND DISCUSSION

Public services have long-term implications in the administration of government and become a barometer of the realization of good governance. The services provided are long-term and continuous in accordance with the needs of the community. There are 5 (five) fundamental aspects of the most significant public service to be applied to government agencies or institutions, namely:

1) Functions.

The function of the public service apparatus with the main tasks and functions inherent in it must perform as well as possible as part of its responsibilities. the title "Quality of Public Services, Concepts, Dimensions, Indicators, and Their Implementation". The purpose of this study was to analyze the implementation of public service quality concepts, dimensions and indicators in services at PTSP.

The results and discussion of aspects related to the quality of public services show an overlap in the application of policies. The correlation of increasing community welfare with improving the quality of public services. Model development in an effort to implement service policies. The findings of researchers in the field, at this time the people of Bima Regency are increasingly aware of what their rights and obligations as citizens are (Aarons et al., 2011; Damschroder et al., 2009; Proctor et al., 2009). People are getting bolder to submit demands, desires, aspirations to the government as a public servant.

2) Confirm

Public service satisfaction lies in the satisfaction received by service recipients. Public awareness and participation can also affect the fulfillment of the quality of these services, so that the effectiveness and efficiency of services can be achieved. the title "Realizing Good Governance through Public Service". By: Dwiyanto, Agus. UGM, Yogyakarta in 2005. The purpose of this study is to analyze the service-oriented public service users, and the active participation by management in the process of improving service quality and standards. The focus of the research is only based on the principles of service towards Good Governance (Weiss, 2000).

From the results of this study that public services have not been in accordance with community expectations, Service Standards (SP) in their preparation have not involved people who care about public services, there is no announcement of service promises as a sign of leadership commitment. The findings of researchers in the field showed that the community received good service in managing documents provided by employees, and there were also those who were not satisfied with receiving services because the Bima Regency Population and Civil Registration Office still had obstacles considering the new office was occupied for 5 (five) months.

3) Reliability

Trust is the most important part in public service. Public trust in government institutions or agencies is the main key in service. with the title "Guidelines for Integrated District

Administration Services (PATEN)". This study aims to analyze the development of service models to bring licensing services closer to the community.

The results of this study have a direct impact on the target groups of service recipients. The application of PATEN to the sub-district level as a part of the PTSP for process simplification (considering geographical aspects). The findings of researchers in the field, the reliability of employees needs to be improved again to create quality services because people have not been able to enjoy online services.

4) Ability to serve

Provide guarantees for the aspects of services provided in the form of excellent service. Ethical and moral aspects of service providers as well. affect the services provided by Tenda Aktiva Oktariyanda (2014) with the title Building Permit Services (IMB) in Achieving Optimal Public Service Quality. The purpose of this study was to determine and analyze the implementation of IMB services at BPPT Sidorejo Regency. The research method used in this research is qualitative descriptive research.

The results showed that BPPT Sidorejo Regency in the implementation of IMB services in order to achieve the quality of public services has been going well although there are still some obstacles faced in optimizing the quality of public services, such as human resources and infrastructure. The thing that distinguishes this research from the research conducted lies in the difference in the object of the location being studied and also in the focus of the research, where focuses on the dimensions of the quality of public services, while the authors focus on indicators of public services. The findings of researchers in the field, employees serve the community with the abilities and knowledge they have in accordance with the procedures and regulations that apply in public services.

5) Guarantee

Which includes knowledge, ability, courtesy, and trustworthy nature possessed by staff, free from danger, risk or doubt (Safroni, 2012). With the title Building Permit Services by the Integrated Licensing Service Office (KPPT) of Central Lombok Regency. The purpose of this study was to analyze the IMB service provided by the Central Lombok Regency KPPT, to analyze the obstacles faced in the Central Lombok Regency IMB service and to analyze the efforts made in the IMB granting service at the Central Lombok Regency KPPT. The type of research used is descriptive qualitative.

The results of the study show that the IMB service by the KPPT of Central Lombok Regency includes 1) service accountability, giving accountability to the public, by prioritizing excellent service to satisfy the community and providing fast, accurate and accountable services. 2) Service responsiveness, the ability of public organizations to recognize community needs is still relatively lacking. 3) IMB service efficiency has not been able to run effectively because it is not in accordance with service standards. 4) Physical facilities The successful implementation of this integrated licensing service policy is strongly influenced by the readiness of the apparatus with all the support of physical facilities.

The thing that distinguishes this research from the research conducted lies in the difference in the object of the location being studied and also in the focus of the research, where focuses research on accountability, responsiveness, efficiency and facilities, while the author

focuses on on indicators of public services according to. Research findings in the field, employees guarantee the interests of the community in serving and directing well to the people who come directly to the office in making documents needed by each community. b) Performance Public service.

The quality of public service performance is the core of a service performance. Service performance is an important point in the implementation of public services. Emphasizing that performance indicators recommend a prospective perspective (expectations for the future) rather than a retrospective (looking at the back) performance indicators carry out the planning, implementation and supervision processes in order to improve employee performance. Indicators: 1) Goals. A logical consequence that is obtained or accepted by a process carried out through performance, both by individuals and organizations that work together on a principle and a strong commitment to its achievement. the title "Implementation of Perwali Number 23 of 2011 concerning Delegation of Part of the Authority for Integrated Licensing Management in One Gate of Sala Tiga City". By: Maya Wulan Pramesti, Proudly Served by LiteSpeed Web Server atjurnal.unisfat.ac.id Port 80, 13-May-2015. The research objective is to improve the quality of public services b). provide wider access to the community to obtain excellent service. Meanwhile, the targets for the implementation of the One Stop Integrated Service are: a) the realization of public services that are fast, cheap, easy, transparent, certain and affordable. b). increasing community rights to public services. The result of this research is that its implementation cannot be separated from the implementation of public administration at the Salatiga City Government level which basically cannot be separated from the development of public administration thinking. One aspect of development that is expected to be improved and become a public concern is economic development. The findings of researchers in the field, the government's goal is solely to meet the needs of the community in accordance with the applicable rules in public services. 2) Standard. Is a measure of achievement of a goal to be achieved, showing the barometer of the completion of a job. the title "Ethics of Community Service (Customers): Efforts to Build the Image of a Modern Bureaucracy". By Ramaswamy 2000. Institute of State Administration. The purpose of this study is to analyze ethics and service quality that can have a positive and significant effect on community satisfaction in comparison in terms of service elements that have a significant effect on community satisfaction in getting services.

The findings of researchers in the field, serve the community in accordance with standard operating procedures in public services with applicable regulations. But there is still a lack of socialization about the mechanism for making documents needed by each community, because there are still people who have not yet completed the requirements for making the documents they need. 3) Feedback. It is a unit with interrelated objectives and standards as the basis for making improvements and improvements to the performance that has been carried out. the title "Policy for Increasing Competence of Public Service Apartur" By: Supriyadi, Anwar in 2004. LAN Jakarta, 2004.

The purpose of this study is to analyze the application of the principles of accountability, transparency and community participation as a benchmark for service quality. The effectiveness of providing technical training for the apparatus is proportional to the performance of the institution. The main focus is on the administration of clean government. The principles of improving the quality of the apparatus. The findings of researchers in the field of leadership always pressure subordinates/employees to develop knowledge and abilities so that they can adapt to the rapidly growing technological developments, to meet the demands of society. 4)

Tools or means. Instrument for someone to carry out their duties and responsibilities in achieving the goals that have been determined, especially in the performance of public services where the needs of the community are getting higher in receiving services. Mohammad Khozin, Main Vision Synergy. Journal of Government Studies Vol. 1 No. August 1, 2010. Evaluation of Minimum Service Standards Policy Implementation in the Health Sector in Gunungkidul Regency That basically the Minimum Service Standards in the health sector of the Gunungkidul Regency Government can be achieved well. This can be seen from the comparison of data achievement indicators from year to year that have been compiled.

However, of the many indicators of service performance that have been set, there are still some indicators that are not clear about the achievement figures: including the issuance of health facility licenses, issuance of pharmacy and drug store licenses, surgical services for cataract sufferers from poor families and supervision of the quality of the household environment. In these services, accurate data is not obtained, thus making a question mark on the achievement of service performance indicators (Bird et al., 2005; Boyne, 2002). The findings of researchers in the field are not adequate because the location of the service office is so far away from the community, there are still people who travel 6 hours to get to the service place, where the queue number has no official counter, serves openly outside the room, seats are still lacking for people queue seats, there are still people standing because they can't get a seat to sit. 5) Competence. Being the main requirement in performance, the ability possessed by a person to carry out the work assigned to him. The House of Sampoerna Public Relations Strategy in public services, compiled by Anita Puspitasari, Department of Communication Science, Faculty of Da'wah IAIN Sunan Ampel Surabaya in 2010, this study discusses a lot about the strategies used by House of Sampoerna Public Relations in public services, which includes internal strategies, namely maintaining Human resources and external strategies include promotion and the best possible service as a destination for the city of Surabaya. as for the significant difference between previous research and the results of this study, which lies in the focus of the research, the results of previous studies explain that the two titles examine how the strategy is to improve public services.

While in this study, researchers focus on the impact of Bureaucratic Reform or the results of the analysis of the application of post-Bureaucratic Reform, especially on public services in the Ortala sub-section and staffing of the Regional Office of the Ministry of Religion of East Java Province. However, from the results of the two previous studies with this research, there are similarities, namely they both discuss public services (Cruz & Keefer, 2015; Wihantoro et al., 2015). Research findings in the field, employees are always competent to do the best service to meet the needs of each community, because it is the obligation of employees to serve to provide the best for the community. 6) Opportunity. Employees in the world of work have the same opportunities to improve their personal qualities. Opportunity for every employee to show their achievements. Strategy of Customer Service PT.

CONCLUSION

The implementation of services organized by the Department of Population and Civil Registration of Bima Regency provides public services in accordance with the needs of the community. to strengthen and ensure the needs of the community in the service of making documents, employees must understand and master the needs of each community. Improving the quality of public service performance carried out by the Department of Population and Civil

Registration of Bima Regency with regulations that bind the necessity that the quality of public service performance will be achieved optimally

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