

Public Services at Airmadidi District Office North Minahasa Regency

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ABSTRACT

The purpose of this study was to assess public service to the public at the Airmadidi district office in North Minahasa Regency by emphasizing the motivation and discipline factors of employees. Research methodology with a qualitative approach establishes data sources on structural, non-structural employees, and the community. Data collection was conducted using interview observation and documentation. The results showed that public services at the Airmadidi district office had run accordingly in terms of covering the performance and responsibilities of employees in public services. However, the quality of work is needed to be improved on the community and quality of service at the Pertiwi Public Health Center, Mariso sub-district, Makassar City.

Keywords : Innovation, service, administration.

INTRODUCTION

The state is obliged to serve every citizen and resident to fulfill their basic rights and needs within the framework of public services which are mandated by the 1945 Constitution of the Republic of Indonesia. The state should build public trust in the services provided by a civil servant (Akib & Si, 2008; Ayu, Niswaty, Darwis, & Arhas, 2019; Hariyono et al., 2019; Nasrullah, Siraj, & Aras, 2020). These activities should be conducted in line with the hopes and demands of all citizens and residents regarding the improvement of public services.

It was stated in the consideration of the Law of the Republic of Indonesia Number 25 of 2009 concerning public services bearing in mind that the State or the government is willing the people to get public services as an effort to reinforce the rights and obligations of every citizen and population as well as the realization of state and corporate responsibility to deliver public services, it requires legal norms provide clear regulation for the achievement of goals (Malayu, 2000).

However, the community is often faced with the obscurity of public service performance. The public feels dissatisfied with the public servants. (Büyüközkan, Havle, & Feyzioğlu, 2020; Santora, 1992; Sianipar, 2016) suggests service is a way of serving, helping to prepare or take care of one's needs. Indeed, not all civil servants perform poorly in providing services to the community. Usually can be resolved immediately, but the implementation is delayed until a few days later.

The government has endeavored to enact Public Service Law No. 25 of 2009 legal norms in providing services to the public which have much to do with public service activities. Even the unsatisfactory situation is still experienced by the community. As research observation, the

public services in Airmadidi District are not optimal due to complaints from the community who deal in the Airmadidi District Office for example, completion of the documents. In addition to examining how public services are also examined supporting factors for civil servants in performing services are work motivation factors and work discipline (Sirait, Arhas, & Suprianto, 2019; Sondang, 2009)

Public service in our country has not provided satisfaction to all parties related to agencies perform the service function. Often when members of the community for some reason such as government agencies, but its' occurred when employees sought or needed are not in place. Even is accepted by members of the community need to return tomorrow or a few days later even though the matter does not require a long time to complete.

Work motivation factors have a great influence on every civil servant in conducting their work duties (Malayu, 2000). Service to the community will be good or satisfying if the employee's work motivation is conducted based on a great sense of responsibility, a civil servant be able to provide good service if he is present in the office on time (8:00 am). If he only arrives at 10:00, while the community members who need assistance at 08.00, this condition will certainly disappoint the community members. Widodo (2001) suggests the discipline factor is support in public service. Considering discipline is obedience and accuracy in completing work, the presence of employees at work on time is very supportive of the apparatus in good public service.

METHOD

In this study using qualitative research methodologies in collecting data prioritizing community interviews (Moleong, 2009). The focus of research is concerning public services. Considering this research was conducted at the Airmadidi District Office of North Minahasa Regency, the research informants were employees who held structural, non-structural and community. Data collection is done by in-depth interviews (in-depth interviews) to each informant. The results of data collection are reduced and then summarized data is found to be relevant to the problem and research objectives. (Sugiyono, 2008). Data analysis techniques in qualitative research use an interactive analysis model whose data results are presented in narrative form.

RESULT AND DISCUSSION

Public Service Improvement

According to the Law No. 25/2009 concerning public services, stated the state is obliged to serve every citizen and resident to fulfill their basic rights and needs in public services. The performance of the Airmadidi district office apparatus has shown maximum workability, although it is realized the lack of implementing staff motivates them to work more actively and efficiently. Along the results achieved by the apparatus in achieving service duties to the public. Implementation of public services must cover at least 4 steps of activities, namely: "service, determine the type of service, appreciate the customer and stimulate the service process".

Public policy is the allocation of values, and goals to be realized by the government and usually based on the value of the interests of the broader community in solving social problems that are occurring. Charles O. Jones in (4) explained about policies, namely guidelines for activities focused on achieving targets. Meanwhile, the approach in public policy is directed to facilitate the implementation. Public policy is made to solve a problem, so it is necessary to recognize the problems that occur so that public policy can be directed and achieved goals and objectives to be realized. Objectives often become the foundation in developing a strategy and tactics that allow for its implementation, tactics, and strategies in the form of steps needed to carry out public policy, through these steps so that implementation can be carried out consistently and directed.

Good service is also supported by the performance appraisal of leaders who become a reference for every employee to be assessed in terms of loyalty, work performance, responsibility, obedience, honesty, cooperation, responsibility, and discipline to conduct their duties as apparatus in providing services to the community.

The implementation of public policy includes the efforts of policymakers in order to influence, by Lipsky called "street-level bureaucrats" to provide services/management to the behaviour of the target group or target group. The involvement of implementation in a body that has a function as an implementor is a simple policy, for example, policy to help the community to have a better life by building public infrastructure. In macro policy, for example, conducting various implementation efforts by including institutions including sub-district bureaucracies, districts, village governments to reduce rural poverty. Public policy is a public policy process that is very important so that the policies set by the government have meaning in public life. The implementation of the policy is not only related to the method in describing political decisions into the bureaucratic process but more than that, related to issues of conflict, who gets and what decisions on a policy. For that, the implementation of public policy is seen as one of the parts or stages that are very strategic in all processes in public policy. Seven stages of the policy formulation process, namely: assessing the problem, to find and understand the underlying meaning of the problem in a problem and then formulate it into a causal relationship; determining goals is the stage of determining the goals to be achieved through public policy and formulated immediately; alternative formulations. Alternatives are several solutions to problems that are solved, allowing it to be applied as an effort to achieve the stated objective; arranging the model, namely simplifying and the phenomenon of problems faced with a causal relationship and built with all kinds of models; determining standards. In analyzing the policy requires clear standards and consistency in the assessment of alternative policies offered. Standards used include regulatory standards, economics, community participation, technical, political, legal, and so on; assessing alternatives. Assessing alternatives by using standards that aim to obtain the farthest description of the threshold of effectiveness and the feasibility of each alternative to achieve the goal; formulate recommendations, compile based on the results of alternative policy studies that are predicted to be able to optimize the objectives achieved and with the least possible impact.

Aspects of failure or success in implementing a policy according to Edwards in Widodo (2011) there are 4 (four), as follows: communication (communication), resources (resources), disposition (attitude), and bureaucratic structure (bureaucratic structure) The following is an explanation of the four factors:

Communicatio is the Latin language of communication, which means exchange or notification. Communication itself contains common meanings taken from the adjective communis, which has a general meaning (together). According to Widodo (2011), policy communication has the meaning of methods in conveying information about the policies of the public maker (who makes policies) on the policy of the implementor (implementing policies). Added, important information conveyed to policy actors so that the actors of the policy can understand the purpose of the target group, the content, and direction of the policy so that actors from the policy can prepare matters related to the implementation of the policy so that the process in implementing the policy can run effectively and harmoniously with the purpose of the policy itself. In policy implementation, communication consists of several main dimensions, namely transmission/transformation of clear information, clarity / information and consistent consistency/information. The transformation point of view wants the report not only to be delivered to policy implementers but also the target group and the linked parts. The clarity aspect wants the information to be clear and not difficult to understand. This is to avoid wrong views from policy implementers. The consistency aspect wants the report to be given consistently so that there is no confusion from the policy implementer, the group in the target or the related part.

The implementation of public services at the Airmadidi District Office based on the results of the research turned out to be good because on the part of the community there was satisfaction when administering at the Airmadidi District Office. The community, especially those who submit service requests, the state during the process of handling until the completion of the application letter, they feel the kindness and satisfaction in the service.

Motivation and Discipline Support

Good and efficient service will not be maximized if it is not supported by work motivation and work discipline in an organization. The motivation of the employees is very supportive in the work. Likewise, the attitudes and behavior of employees are good and the condition of the work environment is considered very conducive or very supportive. Work discipline is a supporting factor for the achievement of excellent public service effectiveness.

Discipline is an attitude reflects obedience to something (Moenir, 2003). Discipline can be interpreted as an attitude, behavior, and actions according to the rules of an organization both written and unwritten (Nitisemito, 2002). From the results of research with informants, it turns out the services provided are good due to the part of the community there is a sense of satisfaction in terms of service. The community, especially those dealing with the Airmadidi District office, felt they were in the management process until they felt that they were running smoothly. The community observes the staff of the Airmadidi District Office has worked hard to provide maximum service, but there are obstacles faced by the implementation staff factors that lack to support structural officials. However, these conditions are not obstacles to optimal service improvement.

Constraints to Realize Public Services

The employees have a strong commitment or determination to realize optimal service, but from the results of interviews with the informants, there are some obstacles/limitations for they

have not fully implemented excellent public services. These obstacles come from the work environment and especially here obstacles from outside, namely from the family environment. Obstacles originating from the work environment namely, lack of implementing staff work is conducted directly by structural officials.

There are problems if many things to do but the employee/ official is not there/ there is someone who does not a present office, will hamper service to the community and consequently the service is not optimal. The slow completion of any matter may be caused by the inadequacy of the income received by civil servants, while the expenditure is quite large. The welfare factor of civil servants needs attention. A more adequate salary increase is the hope of civil servants because as long as their welfare is still a problem and the government does not overcome it, it is expected to continue for members of the community who deal with government agencies will always be disadvantaged. While the external obstacle is the most dominant is the family, where the main focus of discipline clashed with family reasons is considered very important motivation and discipline are not as expected.

Education and training are needed to complement the work capabilities of the employees concerned. An official who holds a structural position even though he has a bachelor's or master's degree needs to be equipped with education and training due to the employee will face obstacles in conducting his duties. Public organizations such as the Airmadidi district government certainly have an organized system for conducting their work tasks when facing works for any time. Employees have been faced with these constraints and if the solution is not sought then it will affect efforts to improve public services.

The things stated can be obstacles to realizing and improving public services. Due to the existence of external and internal factors that are commonly experienced by every employee than to maximize public service is not an easy job. However, due to cooperation, mutual assistance and mutual respect between one employee and another, public services can be realized

CONCLUSION

First, Public services at the Airmadidi district Office of North Minahasa Regency have been going well. This is according to the List of Appraisal of Civil Servants' Work Implementation (DP3), which one of the points contains work performance and employee responsibilities, the overall value of all employees is of good value, and each employee has a workbook to see the performance results of what he is doing. Based on this assessment, the services provided by the apparatus in Airmadidi District have been going well.

Second, Employee motivation is going well. This is supported by the condition of the social environment directs the apparatus towards the achievement of goals through good public services the community feels satisfied in applying at the Airmadidi District Office.

Third, Most employees have shown high work discipline. This can be observed from the timeliness factor in completing work and adherence to regulations that apply in organizations. This means most apparatuses able to complete their work on time and is subject to the regulations apply in the organization.

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