**The Influence Of Organizational Climate On Simultaneous The Effectiveness Of General Election Public Services During The Covid-19 Pandemic at General Election Commission (KPU) Bone Bolango Regency**

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**ABSTRACT**

This research aims to determine and analyze the influence of organizational climate on simultaneous general election public services during the Covid-19 Pandemic at the General Election Commission Bone Bolango regency. This study uses a questionnaire as a primary data collection tool and data analysis techniques in quantitative research using statistics. The statistical test used in this study is descriptive statistics which is carried out to find the effect between the two variables through analysis of the regression test. The variables used in this study are Organizational Climate as the independent variable and public service as the dependent variable. This study found that the simple linear regression coefficients from organizational climate data and the effectiveness of simultaneous general election public services during the Covid-19 Pandemic were obtained at a = 19.38 and b = 0.30. Thus, the form of the simple linear regression equation obtained is Y = 19.38 + 0.30x. The results of the analysis of variance show that this equation is linear. In other words, the linear regression equation model is accepted and can be used to predict that if the organizational climate increases by one unit, the effectiveness of simultaneous general election public services during the Covid-19 Pandemic will increase by 0.30 units at a constant rate of 19.38 .

**Keywords** : Policy, Communication, BKPSDM, SIMPEG, Bandung City.

**INTRODUCTION**

In accordance with Law Number 25 of 2009 concerning to the public services is a law that regulates the principles of good governance which are the effectiveness of the functions of the government itself. Public service is an activity or a series of activities in the context of fulfilling the need for services in accordance with the law for every citizen and resident for goods, services and or administrative services provided by public administrators (De Graaf, 2011; Johnson, 2014; O’Sullivan et al., 2016; Shafritz et al., 2016).

Public services (Djellal et al., 2013; Doherty et al., 2014; Osborne, 2010) carried out by governments or corporations that can effectively strengthen democracy and human rights, promote economic prosperity, social cohesion, reduce poverty, increase environmental protection, be wise in the use of natural resources, and deepen trust in government and society. It is essentially the provision of the best possible service to the community which is a manifestation of the obligations of government officials as public servants. Therefore, as an element of the government apparatus (Atmadja et al., 2018; Jatmiko et al., 2020; Ma & Christensen, 2020; Susanty et al., 2018), employees are obliged to provide services to the community according to their needs. It makes the community feel satisfied with the services provided by these employees. This shows that the employee really has the performance in carrying out his duties as a public servant.

The quality of service in a public organization is closely related to the organizational climate. It is the motive for the existence of government agencies, namely providing public services. The conditions within government agencies that affect the quality of service, one of which is the organizational climate. Organizational climate is the relative environmental quality of the organization experienced by its members, where it has an effect on their behavior and how well the organization functions. Service quality will improve along with the conditions or organizational environment. This means that the better the environmental situation or organizational climate, the better the quality of service produced (Aiken et al., 2017; Gorla et al., 2010; Hanefeld et al., 2017).

For the General Elections Commission (KPU) has a very important meaning. It carries out the function of election organizers in planning and preparing. Those to the implementation of elections, receiving, researching and determining political parties who are entitled to participate. in general elections, the evaluation of the performance of organizational apparatus has efforts to make improvements in the future. Appraisal of performance for apparatus is useful for assessing quantity, quality descriptively and service efficiency.

The General Election Commission (KPU) as a public organization that has duties as an election organizer, in planning and preparing for elections. The KPU is required to be independent and non-partisan, the KPU is responsible in carrying out its duties in accordance with laws and regulations. In terms of organizing all stages of the general election and its duties others require information about the performance. The apparatus within the organization through an assessment can be made. How far the services provided by the organization can meet expectations and satisfy service users in the simultaneous elections a few months ago which coincided with the Covid-19 pandemic situation (Amrizal et al., 2018; Harefa & Adhani, 2021; Renshaw & Lidauer, 2021; Tanaamah et al., 2019).

Direct simultaneous elections are expected to give birth to regional heads who have higher accountability to the people. Being selective in choosing a leader is like determining the future. It is like choosing the right leader is expected to be able to bring change for the better. The meaning of direct elections is to provide an opportunity for the people to elect candidates for regional heads from candidates supported by political parties according to their conscience. In addition, direct simultaneous elections are an arena for the people to determine candidates for regional leaders who have integrity, carry out the mandate, and listen to their aspirations. However, the implementation of the 2020 Simultaneous Elections this time is different from the implementation of the 2015 Simultaneous Elections. Because the 2020 Simultaneous Elections in Bone Bolango Regency were held in the midst of the 2019 Corona Disease Virus (Covid-19) non-natural disaster. With a total voter turnout of 108,933 (one hundred eight thousand nine hundred and thirty three).

Based on the results of observations at the General Election Commission (KPU) of Bone Bolango Regency, several problems were found in relation to the organizational climate and election services for simultaneous elections during the Covid-19 pandemic. Simultaneous election election services during the Covid-19 pandemic were not optimally carried out both in terms of the timeliness of implementation, work productivity, and the responsiveness of the implementing apparatus. From the aspect of timeliness that has not been effective. this can be seen from the schedule for holding the 2020 Simultaneous Elections to be postponed 3 months from the schedule set on 23 September 2020 to 9 December 2020. The aspect of work productivity is still low. This can be shown from election organizers having limitations in conducting face-to-face outreach to the public, on the grounds that they are still in the Covid-19 pandemic situation. The election management officials carry out more outreach through the media, both print and electronic media, of course this is considered to be less than optimal. The responsiveness aspect is still low. this can be seen from the services provided by the implementing apparatus or election organizers to limited users. for example the implementing apparatus is prohibited from meeting the public directly. it is still in the Covid-19 pandemic situation, so that in such conditions the apparatus or organizers are more many can communicate only by telephone or WhatsApp , can be face to face except for something very urgent/emergency. this is considered less effective by users or the public. Moreover, it is found and it seems that there is discrimination in services for those who have kinship relations (family/colleagues), and tends to be prioritized. A situation or organizational climate like this will have an impact on public services, including public services for simultaneous general elections during the Covid-19 pandemic at the General Election Commission of Bone Bolango Regency.

Simultaneous election management services, especially in Bone Bolango Regency, which was carried out in the midst of the Covid-19 pandemic, became a challenge for election organizers. The General Election Commission (KPU) as the organizer of the election is working hard to be able to foster public participation in casting their votes at the polling places.

**METHODS**

This study uses quantitative methods by using observation data collection techniques, questionnaires, and documentation. This research was conducted at the General Election Office of Bone Bolango Regency in Gorontalo Province looking at the conditions and circumstances of the Simultaneous Elections in Bone Bolango during the COVID 19 pandemic.

This study consists of two variables related to service, namely the independent variable and the satisfaction variable which is the dependent variable. The independent variables in this study according to Wirawan (2015: 128) use several indicators, namely Responsibility, Identity, Warmth, Support, and Conflict. Meanwhile, to measure the dependent variable according to Fitzsimons (in Sinambela, 2014: 7), using indicators of Reliability, Tangibles, Responsiveness, Assurance and Empathy.

This research uses quantitative data analysis techniques using statistics. The statistics used in this research are descriptive statistics which are used to find the influence of two variables through regression analysis. The general equation used in calculations to find a linear regression equation according to Sugiyono (2018: 315) is:



Linear regression coefficients a and b with the equation :



ΣX = sum of value X

ΣY = sum of value Y

ΣX 2 = squares sum of value X

ΣY 2 = squares sum of value Y

ΣXY= multiplication between X andY values

**RESULTS AND DISCUSSION**

**KPU Duties and Authorities**

As for the duties and functions of the KPU as mandated in Law Number 7 of 2017 concerning General Elections, the duties, powers and obligations of the Regency/City General Election Commission are;

1. Outlining the program and executing the budget;
2. Carry out all stages of Implementation in the Regency/City based on the provisions of the laws and regulations;
3. Coordinate and control the stages of implementation by PPK, PPS, and KPPS in their working areas;
4. Submit voter lists to the Provincial KPU;
5. Updating voter data based on the latest election data by taking into account population data prepared and submitted by the Government and stipulating it as a voter list;
6. Carry out and announce the recapitalization of the vote counting results for the election for members of the DPR, DPD members, presidential and vice-presidential elections, and members of the Provincial DPRD and members of the Regency/Municipal DPRD concerned based on the official report on the results of the vote recapitalization in the PPK;
7. Make an official report on vote counting and vote counting certificates and must submit them to Witnesses from Election Contestants, Regency/Municipal Bawaslu, and Provincial KPU;
8. Announce the elected candidates for Regency/Municipal DPRD according to the number of seats allocated for each electoral district in the Regency/City concerned and prepare the official report;
9. Follow up immediately the findings and reports submitted by the Regency/Municipal Bawaslu;
10. Disseminating information about Election Administration and/or related to the duties and authorities of Regency/Municipal KPU to the public;
11. Evaluate and prepare reports for each stage of the election administration; and
12. Carry out other tasks assigned by the KPU, Provincial KPU, and/or the provisions of laws and regulations.

The powers of the Regency/Municipal Election Commission are;

1. Establish a schedule in the district/city;
2. Establish PPK, PPS, and KPPS in their working areas;
3. Stipulate and announce the vote counting tabulation for the Regency/Municipal DPRD members based on the vote counting tabulation at the PPK by making an official report on the vote recapitalization and certificate of vote recapitalization;
4. Publish the decision of the Regency/Municipal KPU to validate the results of the election for members of the Regency/Municipal DPRD and announce it
5. Imposing administrative sanctions and/or temporarily disabling PPK members and PPS members who are proven to have committed an act that disrupted the Election Organizing stages based on Bawaslu decisions, Provincial Bawaslu decisions, Regency/City Bawaslu decisions, and/or provisions of laws and regulations ; and Carry out other authorities granted by the KPU, Provincial KPU, and/or statutory provisions.

The responsibilities of the Regency/Municipal Election Commission are;

1. Execute all stages of Election Implementation in a timely manner;
2. Treat Election Contestants fairly and equally;
3. Conveying all information on the holding of elections to the public;
4. Report accountability for the use of the budget in accordance with the provisions of laws and regulations;
5. Submit accountability reports for all election management activities to the KPU through the Provincial KPU;
6. Manage, maintain and care for archives/documents and carry out depreciation based on the archive retention schedule prepared by the Regency/Municipal KPU and Regency/Municipal archival institutions based on guidelines set by the KPU and the National Archives of the Republic of Indonesia;
7. Managing Regency/Municipal KPU inventory items based on statutory provisions;
8. Submit periodic reports regarding the stages of election administration to KPU and Provincial KPU and submit a copy to Bawaslu;
9. Making minutes of every Regency/Municipal KPU plenary meeting and signed by the chairman and members of the Regency/City KPU;
10. Immediately implement the decision of the Regency/Municipal Bawaslu
11. Delivering data on election results from each TPS at the district/city level to Election Contestants no later than 7 (seven) days after the recapitalization at the Regency/City;
12. Implement DKPP decisions; and
13. Carry out other obligations given by the KPU, Provincial KPU and/or laws and regulations

**The Analysis of Simple Regression**

Based on the results of calculating the simple linear regression coefficients from organizational climate data and the effectiveness of public service simultaneous general elections during the Covid-19 Pandemic, it was obtained a = 19.38 and b = 0.30. Thus, the form of the simple linear regression equation obtained is ****. The results of the analysis of variance show that this equation is linear. In other words, the linear regression equation model is accepted and can be used to predict that if the organizational climate increases by one unit, the effectiveness of simultaneous general election public services during the Covid-19 Pandemic will increase by 0.30 units at a constant rate of 19.38. Then from the results of the calculation of the correlation coefficient is obtained r = 0.776 with a determination coefficient of r 2 = 0.602. These results indicate that the contribution of organizational climate to public services for simultaneous general elections during the Covid-19 Pandemic was 60.2%. While the remaining 39.8% can be influenced by other factors, namely, work discipline and supervision factors.

Based on the calculation results for the t test is obtained then the hypothesis which reads "There is an influence of organizational climate on public services for simultaneous general elections during the Covid-19 Pandemic" is accepted in fact = 0.05. This information means that an organizational climate that is conducive on an ongoing basis can make a significant contribution to the effectiveness of simultaneous general election public services during the Covid-19 Pandemic at the General Election Commission of Bone Bolango Regency. Research conducted by Mona Yulita Tahir (2017) said that organizational climate can affect the work productivity of state civil servants working at the Gorontalo Province National Family Planning Coordinating Board. Of the many factors that can affect work productivity, 10.3% of them are influenced by organizational climate factors. In other words, these results indicate that if the climate within the organization is created well or is conducive it will increase the work productivity of employees. Furthermore, research conducted by the General Election Commission of Bone Bolango Regency regarding the evaluation of the election for the Regent and Deputy Regent (2020) during the pandemic concluded that the total participation of the people in the 2020 Bone Bolango Regency Pilkada was 85.03%. And based on the hypothesis test that the Covid-19 Pandemic did not affect the community not to participate in the 2020 Bone Bolango Pilkada. The high level of community participation in channeling their voting rights was influenced by several factors including Pilkada Socialization, Democracy, Money Politics, Job Satisfaction in the Pilkada and the existence of support for the government and TNI/Polri .

**CONCLUSION**

In this study it can be concluded that organizational climate has a positive and significant influence on the effectiveness of simultaneous general election public services during the Covid-19 Pandemic. A conducive organizational climate will increase the effectiveness of simultaneous general election public services during the Covid-19 Pandemic. The results of testing the research hypothesis found that organizational climate contributed 60.2% to the effectiveness of simultaneous general election public services during the Covid-19 Pandemic, and the remaining 39.8% was determined by other factors including work discipline and supervision. This research also hopes that in the future the organization can improve the organizational climate well or conducive so that it can support the implementation of tasks including increasing the effectiveness of public services, especially simultaneous general elections during the Pandemic both at the Bone Bolango Regency General Election Office and at other organizational locations.

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