

Analysis Of Public Services In The Village Of Husein Sastranegara

Henni Zainal¹, Muhsin Efendi², Ade Risna Sari³, Rusydi Fauzan⁴, Didik Supriyanto⁵

¹Universitas Indonesia Timur

²Universitas Gajah Putih

³Universitas Tanjungpura

⁴UIN Sjech M. Djamil Djambek Bukittinggi

⁵Universitas Islam Malang

Abstrak

Abstract

PA good service can satisfy its customers. Essentially, public services are operated by the government to suit the requirements of the community. One of them is public service in Husein Sastranegara Village. The goal of this paper is to investigate the analysis of public services in the village of Husein Sastranegara. As state officials, the basic task of the state apparatus is to serve. Citizens have the right to receive public services as well as the right to be protected. This analysis use the descriptive method. This analysis relies on secondary data sources, which include books, articles, journals, and other related sources. As a consequence of this examination, the service in Husein Sastranegara Village performs its obligations admirably. The officers have strong ethics, are kind and professional when serving the community, and the information supplied is clear and easy to grasp.

Keyword: PA, good service, customer satisfaction, public services, government, Husein Sastranegara Village, analysis, state officials

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✉ Corresponding author :

Email Address : henni_zainal@yahoo.com

INTRODUCTION

A good service, that is, a service that can provide satisfaction to its customers, will generate a good perception of society. Instead, poor service will cause people to be less aware of the service provided, so that the service provider has a negative impact on society. Good service is desired by everyone, not only individuals but also all groups of society.

One of the most obvious ways to measure government performance is through public services. Since the quality of public service is perceived by the whole layer of society, society can

directly judge the performance of government based on quality of the public service received. Professional, effective, efficient, and responsible behavior is the key to building a successful public service (Wachjudin, 2021).

Public services include all types of services that include goods or services (Buchari, 2016).and basically, governments or districts perform public services to meet the needs of the community and comply with the regulations of laws. Government should not neglect public service as one of its important tasks. Because most areas that will experience congestion will almost be affected by the service. Therefore, good planning is necessary, even to develop standards of community service. According to the authority given to the local government by the central government.

Forms of consequences of the implementation of the local government, especially after the entry into force of the Law No. 32 of 2004 relating to local government (Firmanto, 2019). Where the local government is given extensive powers by the central government to take care of households in the area, it belongs to the provision of services to the community in the region. Service to the community can be said to be effective if the community obtains easy services with quick, accurate and satisfactory procedures.government (Pratama & Handoko, 2018) should also be able to provide services to the society as it is with the aim of improving the efficiency of services.

Public services are classified as public services because of the public interest. Public interest in society (Endah, 2020) is the primary goal in the management of public services. The recovery agency must be able to face the obstacles faced by the government in its development efforts. As the governmental organization that is closest to the government and directly connected with the society, is the end of the success of the government in improving the public service of the community, where the government participates directly in the provision of such services. Kelurahan is the area of work lurah as a unit of the territory of the district/city under the circumstances. (Muhdin & Mistar, 2022). Unity is the unity of unity headed by a head. Formation is determined by local regulations. The goal is to improve management competence effectively, efficiently, and serve the community based on the level of development and development progress.

RESEARCH METHOD

In the analysis of this scientific article is by using descriptive methods (Nasution, 2017). Descriptive method is a process in solving problems that are studied by describing the condition of objects or subjects that are based on individuals, organizations, and societies that occur today based on facts. This analysis uses secondary data sources. This secondary data is obtained from books, articles, journals and other related sources.

RESULT AND DISCUSSION

A. Public Services in Husein Sastranegara

It is the primary function of the state apparatus as a state official. This was clearly affirmed in the opening of the Basic Law of 1945. Citizens have the right to receive quality public services from the State. (Dewi, 2014). Citizens have the right to be protected, their voices heard, their values and preferences respected. Public service is defined as the provider of services for the needs of an individual or a society based on established rules and procedures.

One of the main tasks of the government is to provide public services to the community. Public services are services provided by the government or private to meet the needs or interests of the public. There are three reasons why public service is a strategic point to start building and implementing a good governance system, among them (Budiman et al., 2022):

- 1) Public service is an important part in which the State represented by the State interacts with the public, and the success of public service encourages a high level of support for public authorities.
- 2) Public service is a place where various aspects of clean and good government can be easily expressed.
- 3) Public services include the benefits of all governance elements: government, private, community and market mechanisms.

According to the definition of public service, service is a way to serve, help prepare or meet the needs of a group of people. (Yuniningsih, 2004). Serving is meant to serve or help manage their needs from requested delivery to delivery or acceptance of goods.

According to the Public Service Law No. 25 of 2009 (Anedea, 2020), the service standard is a service standard used as a reference on services as well as a standard for evaluating the quality of services to the community in a context that is fast, quality, service is easy and reasonable. The purpose of service is to produce satisfaction and service according to the desire of society or service. to that goal. The goal of government should be the quality of service that is sufficient to meet the needs and desires of the community. These types of services are divided into several categories, namely (Permatasari, 2020):

- 1) Administrative services are services that provide various forms of official documents that are needed by the community. Such as citizenship status, certificate of ability, ownership of a thing and also include documents such as identity cards, family cards.
- 2) Goods services are services that create various types/forms of goods used by society such as telephone networks, supply of electricity, and others.
- 3) Service is a service that creates various kinds of services that are necessary, such as education, health, and others.

In the public service in Kelurahan Husein Sastranegara there are 10 dimensions based on the view of Parasuraman which determines the quality of service. But the ten qualities are summarized back into five, as follows (Rianti et al., 2019):

- 1) Tangible
Tangible consists of facilities, equipment, personnel, and means of communication. So direct evidence or existence is one of the most concrete indicators. Facilities are available such as guest books, outbound and entry registers, financial registers and others.
- 2) Reality

Reality is an indicator related to the ability of a service entity to provide a service. The extent to which the information is provided to the public. The services at the Lurah Husein Sastranegara office provide information to the public are valued quite well.

3) Responsiveness

Responsive attitude here at the time of providing the service needed and can complete it quickly. The timing of the services provided is the response of the officer to provide the necessary services. Responsivity here is the result of reasoning and reflection directed to society.

4) Assurance

Assurance here covers the knowledge, potential, decency, and reliability of the officers, free from danger, and risk. The guarantee here is an effort of protection aimed at the society against the risks that occur.

5) Empathy

Empathy consists of the ease of relationships, effective communication, and understanding the needs of society. Empathy is the care that a person gives to an individual by placing himself in a position in society. On the side of empathy, the apparatus has already sought to create good communication to society.

The services available in the Husein Sastranegara Kelurahan Office (Simanjuntak et al., 2020) are sufficiently good in performing their tasks in accordance with operational standards. His officers have good ethics when providing service, have a friendly and respectful attitude to society. The information provided is also clear, easy to understand and understood by the public.

The purpose of public service is to provide satisfaction and service according to the desire of the community or service. (Noor, 2019). To this, the goal of government must be the quality of service that meets the needs and desires of the community.

B. Quality of Public Service

Quality is used in evaluating or determining how well an object meets a requirement or the specifications. If the requirements are met, it means that the quality of the goods concerned is good, otherwise it can be said badly. Quality of service can be identified by comparing consumer perceptions of the service they actually receive or will receive with the service that they truly expect. (Wachjudin, 2021).

If the service received meets expectations, the quality of the service is assessed well, if the service obtained exceeds the expectations of the consumer, the service quality is evaluated excellent and quality. On the other hand, if the servant obtained is weaker than expected, then the quality of service is considered to be poor.

The real purpose of public service is to satisfy the public. To obtain such satisfaction, the quality of the service is required as follows (Riani, 2021):

- 1) Transparency, which is a service of an open nature, can be used by all parties who need it and is provided with complete and understandable secrecy.
- 2) Accountability is a service that can be held accountable based on legal regulations.

- 3) Conditional is a service based on circumstances and potential and the recipient of the service, taking into account the principles of effectiveness and efficiency.
- 4) Participative, is a service that can encourage the participation of the community in the execution of the service by paying attention to the aspirations and needs of the society.
- 5) Equal rights are services that do not differ on the basis of forms such as tribe, race, religion, social status and other.
- 6) The balance of rights and duties is a service that takes care of the fairness of the provider and recipient of services.

When associated with public administration, service is the quality of service provided by public bodies to the community. The word quality has different meanings and ranges from conventional to more strategic. The definition of quality often describes the immediate characteristics of a product, namely (Putri, 2016):

- Performance
- Reliability
- Easy to use
- Esthetic

Furthermore, Norman wrote, if you want to succeed in providing quality services, you must first understand the characteristics of services (Ristian & Suranto, 2014):

- 1) Service has an inalienable nature, service is also contrary to the finished product.
- 2) Service actually consists of real actions and is a social influence.
- 3) Production of services cannot be really separated, often events occur simultaneously and in the same place.

Public service in the Husein Sastranegara district is important to support the success of government organization and build public confidence in the services provided by the government apparatus in the husein sastrana district, of course the apparatus of government must strive for new things to support government success. In carrying out its functions, the government apparatus of the back of the field must pay attention to the constraints related to public services.

CONCLUSION

Service is the primary task of the State apparatus as a state official. Basically, public services are run by the government in meeting the needs of the community. One of them is the public service in the Husein Sastranegara. Public services are defined as the provider of services for the needs of individuals/societies based on regulations and forms of services that are distinguished as administrative services, which provide various official documents such as identity cards, family cards. Goods are services that produce various kinds of goods that are used, such as telephone networks. Services, services that create various types of services we need a society like education.

There are five dimensions that determine the quality of service among them tangible, realisibility, responsiveness, assurance, and empathy. Officers have good ethics, are friendly and

carefully serve the community, as well as information is given clearly so that it is easy to understand.

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