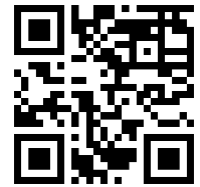


Quality of Public Service One-Stop Administration System Southeast Sulawesi Province



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ABSTRACT: Government organizations have a strategic position in providing quality public services. The quality of public services plays a central role in the happiness of citizens, sustainability, and growth of communities, regions, and nations. Public service is the essence of a democratic system that reflects the quality of a democratic system theoretically and strives as much as possible to provide quality public services. This study aims to analyze the quality of public services for the One-Stop Administration of the Southeast Sulawesi Province, which lasted for three months, from October to December 2021. The population of this study was all civil servants at the Office of the One-Roof Administration of Southeast Sulawesi Province totaling 125 people. The research sample was 56 people using a questionnaire which was then analyzed descriptively. The results of the study show that the quality of public services is in the "good" category, meaning that employees provide services to the community with easy access, speed of provision, responsiveness, service communication, and cost-effectiveness.

KEYWORDS: Public Service, Administration, Southeast Sulawesi.

I. INTRODUCTION

The provision of quality public services plays a central role in the sustainable happiness of citizens. In addition, public services are the essence of a democratic system that reflects the quality of a democratic system. Theoretically, nothing is more important for the government than trying as much as possible to provide quality public services. The idea shows that the government should adopt and implement quality public service policies to increase the happiness of citizens and strengthen democracy. The ideal idea of public service is that officials who occupy positions of public authority place the interests of the entire community in the direction of the entire public decision process and put aside their personal or group interests when making public decisions.

Public services flow from civil virtues in the form of shared values and the collective interests of citizens. The whole process and content of public services should be based on awareness to realize collective virtues in society. The provision of quality services is not easy, especially in a diverse society, even though the government has formulated and adopted public service policies that are considered representative of the majority of the interests of the community, and has even allocated a decent amount of budget, but the implementation is often not as easy as imagined. Even in developing countries, officials are still more dominant than the provision of services desired by citizens.

Currently, many government leaders in developing countries can only provide lip service to the demands of citizens regarding their vital needs and do not make any improvements to achieve quality public services. This condition is largely sourced from internal government factors which continue to be the basis of demands for public service reform in developing countries. Poor public service in developing countries is characterized by personal or partisan nature, convolutedness, informal charging of fees, and complicated filing requirements.

The government organization that carries out the public service mandate is the One-Stop Administrative System Office which is a technical implementing unit for the Regional Revenue Agency of Southeast Sulawesi Province which optimizes receipts for Motor Vehicle Taxes, Transfer Fees for Motor Vehicles, and other types of revenues through intensification, extensification, and raids. Vehicle. This background is a reference in determining the quality of public services. This research is very important because the One-Stop Administration System of Southeast Sulawesi Province as a public institution is obliged to provide quality public services.

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II. THEORETICAL REVIEW

Government organizations are large organizations that serve and accommodate all levels of society with applicable laws and regulations. Therefore, government organizations must have reliable and productive human resources by trying to improve the performance of employees (Kusumastuti, 2019;Paré & Maloumby-Baka, 2015). Performance is the result of work that can be achieved by employees or groups of employees in an organization, by their respective authorities and responsibilities to achieve organizational goals (Janenova & Kim, 2016;Fredriksson, 2020). Good performance is influenced by two things, namely management information systems and good public services (Afifudin et al. 2020;Yu et al. 2022).

Organizational performance is often not optimal due to several reasons, namely, lack of support for qualified human resources, promotion of inappropriate positions, not looking at the level or level of employee education, and work experience, so that employees are motivated to improve their performance, but instead, work worries and tends to leave work (Andayani & Pujiyanti, 2020). Employees who have the ability and professional attitude at work are very likely to be able to achieve the expected work results and the higher the employee's work performance, the higher the work performance (Pramularso, 2020).

The larger an organization, the more data that must be processed and the wider the information network to be managed. Data processing has become an important part of the Management Information System which will affect every activity of the organization (Kurniawan & Prabawati, 2021). The data that is processed into information will be used in making decisions, supporting routine tasks, evaluations, and the need to compete. Every organization today needs knowledgeable employees (Linelejan, 2021). Employees who have good knowledge in their fields will facilitate the achievement of organizational goals. For that, it takes a strong spirit and desire from within oneself to improve the quality of oneself to produce good performance results (Maysara & Asari, 2021).

The government as a public servant continues to strive to create positive perceptions by continuously increasing community satisfaction related to the various services that can be provided (Putra et al. 2021). Community satisfaction is strived to continue to increase by providing the best quality service and continuing to encourage employee performance to be more optimal in carrying out their duties (Soselissa & Puturuhu, 2021). The satisfaction felt by the community is one of the performance measures that can be used by government agencies in carrying out their duties and obligations (Amir & Hikma, 2022). Various public perceptions will emerge automatically after the community interacts directly in fulfilling various interests related to government agencies. Facing this, government agencies as public servants of course try hard so that the perceptions that arise are positive or can provide satisfaction to the community (Hasbudin et al. 2022).

Existing services should be by several general service principles, namely, simplicity where service procedures are uncomplicated, easy to understand, and easy to implement, as well as other principles, namely timeliness, and accuracy, which means according to a predetermined service time, and the results of the service true and correct (Hikmah, 2022;Juanda et al. 2022;Muslim, 2022). An overview of the satisfaction received by the community in government agencies including the quality of services provided (Siregar, 2022). Quality that is managed properly can make a positive contribution to the realization of customer satisfaction and loyalty (Suhaeman et al. 2022;Sulaeman et al. 2022). In this case, the quality of service provided is in the form of optimal fulfillment of community needs by existing standards and procedures provided by the government and of course for employees as well as part of carrying out tasks whose work implementation is based on applicable regulations and policies (Phusavat & Anussornnitarn, 2009;Styrin & Zhulin, 2011;Kohlborn et al. 2013).

Community satisfaction can also be influenced by the performance of the relevant employees. Employee performance is a benchmark for what has been done as an executor in government agency activities. Employees who have a good understanding of their duties and are responsive to meeting the needs of the community are certainly very supportive of the success of their agencies in providing services to the community. Performance is a result of a job where there is a strong relationship where one of them is customer satisfaction, in addition to performance it also has strategic organizational goals and contributes to the economy. Efforts made by the government in increasing community satisfaction include providing convenience services in the form of One-Stop Integrated Services.

III. RESEARCH METHODS

This research is located at the Office of the One-Roof Administrative System of Southeast Sulawesi Province, which is the technical implementation unit of the Regional Revenue Agency of Southeast Sulawesi Province. The reason for choosing the location is because of the gap in the quality of public services which is thought to occur due to the lack of work motivation factors for employees at that location. The research was carried out for three months, from October to December 2021. The population of this study was all civil servants at the One Roof Administration System Office of Southeast Sulawesi Province totaling 125 people with a research sample of 56 people using questionnaires.

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This study uses a quantitative approach where this research departs from theories that are translated into hypotheses that can be tested based on data collected from the field and then formulate generalizations on the conclusions of the findings in the research population. The research strategy applied is an explanatory survey in which the researcher uses empirical data on the motivation and quality of public services based on data from research respondents collected using a questionnaire. The questionnaire was closed using a Likert scale with five levels, as follows: Strongly Disagree, Disagree, Neutral, Agree, and Strongly Agree. The research instrument (questionnaire) is first tested for validity to ensure the acquisition of accurate and reliable data. The data obtained are processed and analyzed to produce information that supports concluding. The first stage is data selection to ensure consistency. In the second stage, the data that has been selected is tabulated and then recorded in the form of a table according to the analysis format, then the descriptive analysis is carried out.

IV. RESULTS AND DISCUSSION

This research model includes the quality of public services as the dependent variable which is predicted to be influenced by the work motivation of the employees of the One-Stop One-Stop Administration System of the Regional Revenue Agency of Southeast Sulawesi Province. The quality of public services in this research model is the privilege of service processes and products provided by public service employees/officers as measured by ease of access, speed of provision, responsiveness to customer needs, service communication, and cost-effectiveness, where the dimensions of service quality are broken down into seven items. Tabulation of respondents' answer scores based on the results of processed questionnaires and statistical calculations of the average score of the variable quality of public services are presented in Table 1.

Table 1. Quality of Public Service Administration System One-Stop Regional Revenue Agency of Southeast Sulawesi Province

Items	Total Score	Actual	N	Average Score	Actual	Ideal Score	% Actual Score to Ideal Score	Category
1	245		56	4,38		5	87,50%	Very good
2	188		56	3,36		5	67,14%	Medium
3	187		56	3,34		5	66,79%	Medium
4	190		56	3,39		5	67,86%	Medium
5	230		56	4,11		5	82,14%	Good
6	214		56	3,82		5	76,43%	Good
7	204		56	3,64		5	72,86%	Good
Total	1458		392	3,72		5	74,39%	Good

Source: Primary Data Analysis, 2021

Table 1 above shows that there are 7 items of public service quality analyzed, this is by the questionnaire design. Respondents' answer scores for each item of public service quality and their categorization are as follows:

1. The service counter clerk is easy to find during service working hours. The average score of the measurement results is 4.38 or 87.50% of the ideal score, in this case, the ideal score is 5 which can be achieved if all respondents answered strongly agree. With this score, Item 1 is classified as "very good". Being classified as very good means that employees are generally on standby at their respective places of duty so that they are easily found by residents who want service. However, the score achieved for this item has not been maximized because there are employees who are sometimes on duty outside the office so residents have to wait.
2. Officers start service on time. The average score of the measurement results is 3.36 or 67.14% of the ideal score, in this case, the ideal score is 5 which can be achieved if all respondents answered strongly agree. With this score, Item 2 is classified as "medium". Classified as moderate means that employees starting services are sometimes later than the specified working hours. Some employees are still preparing or fixing the files even though there are residents who are already waiting.
3. Officers can complete the stages of service within the specified time limit. The average score of the measurement results is 3.34 or 66.79% of the ideal score, in this case, the ideal score is 5 which can be achieved if all respondents answered strongly agree. With this score, Item 3 is classified as "medium". Classified as moderate means that employees are often unable to complete the stages of service within the specified time limit. For example, STNK service promises to be completed within 3 hours are mostly not kept or are not completed on time, so residents have to wait longer than the target.
4. Officers are responsive to customer/community needs. The average score of the measurement results is 3.39 or 67.86% of the ideal score, in this case, the ideal score is 5 which can be achieved if all respondents answered strongly agree. With this score, Item 4 is classified as "medium". Being classified as moderate means that the respondent's employees admit that in general,

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they have not been sufficiently responsive to the needs of the community/customers who are dealing. The author sees that sometimes there are residents who look confused when they arrive at the service waiting room but the officers are not responsive to meet and ask what they need. Likewise, the author does not see any supporting facilities such as newspapers and drinking water dispensers in the waiting room.

5. Officers provide clear information about the service process. The average score of the measurement results is 4.11 or 82.14% of the ideal score, in this case, the ideal score is 5 which can be achieved if all respondents answered strongly agree. With this score, Item 5 is classified as "good". Classified as good means that service information is presented clearly by each employee in their respective fields of duty. The author sees that sometimes certain counter officers provide explanations about the location of other counters or the presence of other counter officers who are about to be met by residents who deal with them.
6. Officers provide consistent information about the service process. The average score of the measurement results is 3.82 or 76.43% of the ideal score, in this case, the ideal score is 5 which can be achieved if all respondents answered strongly agree. With this score, Item 6 is classified as "good". Classified as good means that employees in providing information to residents who deal always maintain consistency of information, for example, do not differentiate the information provided according to the status of citizens, or do not give different explanations to different people for the same substance.
7. Officers do not charge service fees other than those stipulated in law/regulations. The average score of the measurement results is 3.64 or 72.86% of the ideal score, in this case, the ideal score is 5 which can be achieved if all respondents answered strongly agree. With this score, Item 7 is classified as "good". Classified as good means that the employee on duty does not charge service fees beyond what is stipulated in the law/regulations. Respondents in writing see that all cost components in managing the One-Stop Manunggal Administration System have been stated in writing and informed to residents. However, sometimes there is an additional cost component that is charged to residents for complementary affairs. For example, for matters of friction with the engine number and vehicle frame number, residents bear additional costs but they are not binding to make it easier for those who want to take advantage.

The score of each item as described above, for the 7 items of public service quality, the score obtained from 56 research respondents in total is 1458 or an average of 3.72 where the percentage of the actual score to the ideal score is 74.39% so that the category of service quality level public, in general, is classified as good. The quality of public services is classified as good, meaning that the employees of the One-Stop Administration of the Regional Revenue Agency of Southeast Sulawesi Province have been able to demonstrate the privileges of processes and service products to citizens/customers as measured by ease of access, speed of provision, responsiveness to customer needs, service communication, and effectiveness. cost. Public service officers of the One-Stop Administration of the Regional Revenue Agency of Southeast Sulawesi Province have realized virtues in serving the interests of the community which are observed from the parameters of ease of access, speed of provision, responsiveness to customer needs, service communication, and cost-effectiveness

V. CONCLUSIONS

The quality of public services for the One-Stop Administration of the Regional Revenue Agency of Southeast Sulawesi Province is in the "good" category. The quality of public services in the good category means that employees providing services to the public have been able to demonstrate the privileges of processes and service products to citizens/customers as measured by ease of access, speed of provision, responsiveness to customer needs, service communication, and cost-effectiveness. However, the score for the quality of public services is also not maximized as expected in the public service literature in general and what is expected by the people of Southeast Sulawesi in particular.

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