



Analysis of the State Civil Apparatus's Public Service Performance at the Pinaesaan Village Office, Wenang District

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ABSTRACT

The provision of services to the community by service providers in line with set norms that attempts to fulfill the demands and needs of the community is referred to as public service performance of the state civil apparatus. The goal of this study is to use qualitative research methodologies to assess the work of state civil officials at the Pinaesaan Village office in Wenang District. The data were gathered by watching and interviewing the pre-selected informants. Six persons served as research informants: the Lurah, the kelurahan secretary, the Head of the Public Service Section, and three members of the community. This study lasted three months, from April to June. Following data collection, the data were analyzed using Miles and Huberman's (1984) data analysis method model, which was divided into three activities: data reduction, data presentation, and conclusions or verification. The study's findings indicate that the performance of public services for the state civil apparatus in the Pinaesaan sub-district of the sub-district's authority has been carried out based on standard components of public services but has not been maximized in its services, particularly in terms of handling and complaints of suggestion boxes. accept suggestions and complaints of community services given by civil servants.



INTRODUCTION

In a government agency, human resources are the State Civil Apparatus (SCA) (Paisa et al., 2019). It is apparent from their roles and functions that SCA is constantly in direct touch with the community (Arfita et al., 2022). SCA (State Civil Apparatus) is a job title for Civil Servants and government employees with work contracts who work for government entities (Hutajulu et al., 2020). The State Civil Apparatus serves as a planner and supervisor of general government duties and national development by implementing policies and professional public services free of political intrusion and CCN (Corruption, Collusion and Nepotism) (Rahman, 2017). In the sphere of government, the performance of the state civil machinery is a key factor in the success of a community-serving organization. Performance reflects the capabilities of the state civil apparatus (SCA), and good performance is optimal performance (Mandasari et al., 2017).

Faced with the problems and possibilities of the globalization period, the state apparatus as public servants deliver the finest service to good governance. Services delivered to the community at all times necessitate high-quality public services from officials that are open and responsible (Prabowo et al., 2019). People service is a place for the government to deliver legality to the public. The goal of improving the quality of state civil apparatus resources is to increase personnel' operational performance in carrying out government activities (Andra et al., 2017). To achieve optimum public service implementation, an apparatus capable of being responsible and professional in their jobs is required. One of the commitments in the establishment of government is people' readiness to obey the rules and support every government program, while the government is obligated to give welfare to the community, one of which is in the form of public services. As a result, a systematic work performance assessment combines the establishment of employee performance standards with an evaluation of the work implementation process, with the results being recommended as a basis for consideration in the development and career development of state civil servants who are evaluated (Ratulangi et al., 2022).

Service is the government's job and obligation as a public servant and a servant of the state. This job is clearly stated in the fourth paragraph of the 1945 Constitution, which encompasses features of fundamental community services, such as defending the entire nation and Indonesia's entire territory. The community's perception of government performance is most easily measured through public services. When public service is poor, it affects public perception in measuring the performance of the government that has been in place thus far (Supriyanto et al., 2021). The core of public services is to serve the needs of the community. This government apparatus's service is a legal responsibility that must be met. Even in their early stages of growth, these public services must relate to good service; that is, the quality of public services supplied must be capable of meeting the demands of the community (Wiska et al., 2022). Aside from the fact that the regions articulated the notions of decentralization and regional autonomy to simply focus on attempts to organize and accelerate development in their individual regions, this type of translation has not been efficient enough to enhance community services.

Employees with a high level of performance have a high degree of job productivity, and vice versa, employees whose performance levels do not meet the requirements set are considered unproductive (Pinaling et al., 2018). Quality service is a service that can bring satisfaction to the community, which can determine the quality of service, and the community who can communicate what and how the community's demands are met (Hamirul et al., 2018). As a result, as a public service organization institution, it must ensure the continuity of state administration, which includes the development of service policies and the management of resources originating from and serving the community at large, in this case the public in law number 25 of 2009 concerning public services. A set of actions or activities in the process of meeting community service demands in compliance with statutory rules is referred to as public service.

Talking about a performance and achieving organizational goals can not be separated from who exists and runs the organization is none other than the human itself, as an element of the human organization has very important roles in carrying out its functions in the context of organizational progress, the potentials of each apparatus that exist in the organization must be utilized as well as possible so as to be able to provide maximum results because the success of an organization is determined from the role and hard work of each individual /



human because humans are a source of strength and potential resources. The State Civil Apparatus might portray itself as a public servant or public servant, facilitating public affairs while emphasizing the public interest over personal or group objectives. However, there are not many state civil employees who understand this, thus it is not unexpected that the apparatus's behavior does not prioritize the public interest, resulting in people's expectations of receiving good and gratifying services not being completely met (Mulugol et al., 2020).

The welfare of the population of the country as a whole depends on how effectively the authorities work (Kokhanovskaya et al., 2019). More and more nations are decentralizing central government administrative, budgetary, and political activities to lower levels of government. Although these decentralization initiatives are typically political in nature, they have a significant economic influence through impacting, among other things, governance in the public sector, especially public services (Azfar et al., 2018). Kelurahan is the forerunner in terms of giving services to the community, as seen by the kelurahan's direct touch with the community, with no restrictions or hurdles to accessing public services. Proceed to the following phase if the legality communication arrives from the village. Many government agencies face problems with the performance of the apparatus, where the problems are frequently related to facilities and infrastructure, which greatly affects the performance of the state civil apparatus and the lack of apparatus working in the organization, which can impede the process of completing the work, as well as problems with the discipline of the state civil apparatus.

As a result, the Pinaesaan sub-district office, as a public organization, is required to improve the performance of its existing apparatus and work within the organization. Based on the duties and functions performed by each individual in the organization, the apparatus is required to provide optimal and satisfactory performance in achieving all goals that have been set and agreed upon. The negative image of the bureaucracy, or the poor performance of ASN personnel, is the result of a lack of or even ineptitude on the part of some structural authorities and staff inside the state apparatus (Komara, 2019). However, based on initial observations, in general, the performance shown by the state civil apparatus in public services at the Pinaesaan sub-district office in the sub-district authority has not been optimal where there are officers who are not aware of their duties and functions so that inequalities often arise in carrying out their duties, so that there are still state civil servants who have not carried out their duties properly, it can be seen from several complaints from the community in terms of taking a long time to process correspondence such as making e-KTP and still being charged to the community. In addition, there are still complaints from the public regarding the slow service of several letters of the apparatus' ability to operate technological equipment such as computers. Besides that, the level of discipline of some of the state civil apparatus has not looked optimal where attendance at the office is often not on time.

This is, of course, the topic of an intriguing research to be conducted since performance is extremely essential and must be owned by all those participating in the business. The government and local governments must use public complaints to evaluate SCA policies in order to provide optimal service to residents by measuring performance accomplishments (Rorong, 2020). Improving government performance is a continual and ongoing responsibility that must be carried out in order to actualize the quality of public service administration, which is designed to maintain public faith in the government (Bleskadit et al., 2020). Performance not only refers to the ultimate outcome but also to how the work process takes place and works smoothly, since this process impacts one's work successes. What must be regarded is how the process of apparatus performance operates.



Table Types of Public Services in Pinaesaan Village, Wenang District

No.	Explanation
1.	Cover letter service for making E - Identity Card
2.	Cover letter service for making new Family Cards and changes to Family Cards
3.	Cover letter service for making birth certificates
4.	Death certificate cover letter service
5.	Domicile certificate service
6.	Domicile change certificate service
7.	Unmarried certificate service
8.	Certificate of incapacity
9.	Cover letter service for crowd permit recommendation
10.	Widow/widower certificate service
11.	Service of cover letter for recording of resident biodata
12.	Cover letter service for making information on small, medium and micro SMEs

- Source: Pinaesaan sub-district office, sub-district authority*

Based on the table above, it is possible to deduce that the state civil apparatus provides several sorts of public services at the Pinaesaan village office, sub-district authority. There are various studies that have been undertaken by several researchers connected to performance, including research and writings on the study of the performance of public services for state civil workers at the kelurahan office. (Rofikatul Karimah, 2014) investigates the performance of the public apparatus in enhancing community services. (Yuni Ilmi Kurniawati 2012) investigates the examination of government employees' performance of public services at the Labuan Badas sub-district office, Labuan Badas sub-district, Sumbawa district, West Nusa Tenggara province. While the focus of this research is on the study of public service performance criteria for state civil workers at the Pinaesaan sub-district office in the sub-district authority. Through the performance standards that are applied to civil servants who work in the village office, it is hoped that public services provided to the community can run smoothly and optimally. State civil servants have their respective functions and duties in terms of providing good service to the community, and the role of the village office is to provide good service to the community. This is granted in the form of authority to control one's own family affairs in the goal of forming a dignified, wealthy, and equitable society throughout Indonesia's territory. As a result, it is required to conduct a specified target analysis. If the objective is met in accordance with what was previously intended, it is said to be effective; if the target is not met in accordance with what was previously planned, it is said to be ineffective. The theory of PERMENPAN-RB Number 15 of 2014 Components of public service standards is used in this study, which employs six dimensions of theoretical indicators, namely requirements, system mechanisms and procedures, service period, costs/tariffs, service products, handling complaints, suggestions, and inputs.

METHOD

The research method employed is descriptive qualitative research, which is used to describe and explain the topic being examined in depth (Panghegar & Atmojo, 2021). The qualitative method seeks detailed information on the problem to be solved as well as the collection and analysis of narrative material (Herawati et al., 2021). Primary and secondary data sources were used in this investigation. Primary data is information gathered by researchers through firsthand observation and observation, as well as interviews with informants. Informants were purposefully chosen (Purposive Sampling) (Rawinarno & Alynudin, 2019). The informants are chosen based on their responses, which are based on their skill and knowledge. This method is supposed to make it easier for researchers to identify possible informants based on a set of specified criteria (Tarigan et al.,



2018). Meanwhile, content analysis techniques were used to collect secondary data in the form of literature related to the study issue. To get secondary data, many phases were followed, including literature search via internet browsing (data collection), data selection and classification, material analysis, and lastly literature testing, data input, and data presentation in the discussion (Chariah et al., 2020).

Local governments' performance in dealing with challenges may be judged by the success of services provided by the government itself. Public service is a broad category of activities aimed at meeting basic requirements in compliance with the fundamental rights of every citizen and resident via the supply of commodities, services, and administrative services by service providers in the public interest (Podungge & Aneta, 2020).

In this study, the data analysis approach of Miles and Huberman (1984) is used, which is separated into three activities: data reduction, data presentation, and conclusions or verification. Data reduction may be viewed as a selection process that focuses on simplicity, abstraction, and raw data derived from field notes. During the data collecting procedure, data is reduced. Data reduction include summarizing, selecting the most significant rights, and searching for themes and patterns (Mongkau et al., 2021). Data reduction include summarizing, selecting the essential points, focusing on the important points, and searching for themes and patterns (Sugiyono, 2017). To reach a conclusion, data is presented by presenting the findings of interviews in the form of descriptions with narrative texts and backed by documents, both pictures and comparable visuals. Conclusion drawing is a constant verification activity that occurs throughout the research process, namely during data gathering activities. The author attempts to evaluate and seek for patterns, motifs, comparable relationships, recurring topics, theories, and so on, which are stated in preliminary conclusions. The core of a series of research categories based on observations and interviews was used to draw conclusions in this study (Sugiyono, 2017).

The research was carried out during three months (April, May, and June) in 2021, with a total of six informants, including: 1. the head of the Pinaesaan Village.

1. Pinaesaan village secretary.
2. Local government officers.
3. Community of Pinaesaan

RESULT AND DISCUSSION

The problem at the Pinaesaan sub-district office, the authority of public services, became a standard for the most visible government performance as a consequence of the study's findings. Because the quality of public services is in the interest of many people and the impact is directly felt by people from all walks of life, success in building public service performance in an effective, efficient, professional, and accountable manner will raise a positive image of government in the eyes of its citizens.

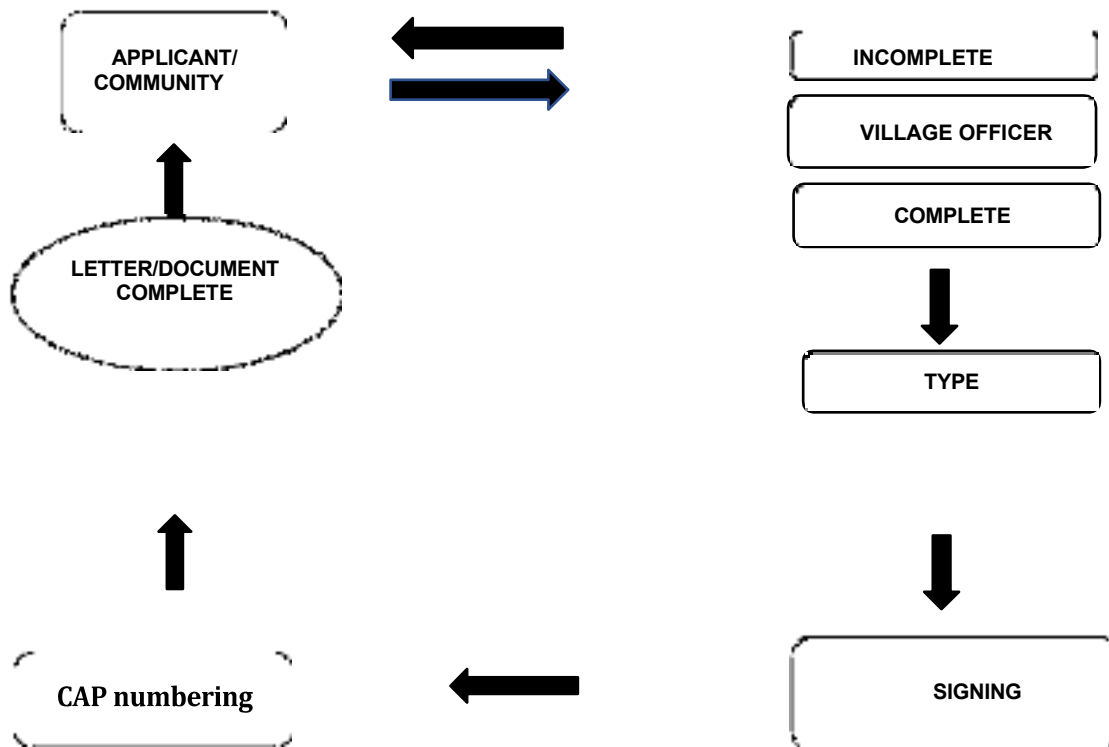
The growth of public service performance always incorporates the three basic parts of public services, namely the institutional elements of service providers, the service process, and the human resources of service providers to the community. In this regard, efforts to enhance since the passage of Law Number 32 of 2004 addressing regional governance, which was later revised by Law Number 23 of 2014, are expected to have a broad genuine influence on strengthening community services. The occurrence of service delivery with a more succinct bureaucratic path and creates chances for local governments to implement new innovations in the context of providing and enhancing the quality of community public services.

In actuality, however, there is frequently a perception that using the government bureaucracy or anything associated to the government bureaucracy to obtain a service produces poor results. Complicated, long and closed, expensive and unsatisfactory, including a lack of coordination, this condition demonstrates that the implementation of public services is still hampered by a government system that is not yet effective and efficient, and the quality of the apparatus's human resources is insufficient. This is still evident in the amount of individuals who complain about and are dissatisfied with the performance of the state civil apparatus.



Furthermore, the processes remain confusing, there is no assurance of the time frame for completing the task, the fees that must be expended, the requirements are not apparent, and the officers' attitude is unresponsive.

"Those in charge of Standard Operating Procedures for Services here, in short, if the community arrives with files based on their requirements." Please serve, and if there are more people, please tell me to wait till your turn comes. Following that, you request the file. Following that, you type in the letter, which is then numbered with a stamp and sent." The following image depicts the service procedure at the kelurahan pinaesaan:



Picture of Service Procedure in Pinaesaan Village

According to the diagram above, the community or the applicant comes to the kelurahan office with documents that are in accordance with the requirements that have been established and are then given to the kelurahan officer; if the documents brought are incomplete, the officer will return the document and ask the applicant to complete it. The officer will promptly carry out the procedure of typing the letter in question for applicants who submit complete prerequisites. The Lurah or Kelurahan Secretary signs the letter referred to by the officer once it has been typed. Following these processes, the number and stamp are assigned, and the letter or document is provided to the applicant or the general public.

CONCLUSION

Based on the results of research conducted regarding the Performance Analysis of Public Servants of State Civil Apparatus at the Pinaesaan Village Office, Wenang District, the following conclusions can be drawn:

The researcher concludes that the process of public service performance of the state civil apparatus at the Pinaesaan sub-district office in the sub-district authority has been carried out based on the standard components of public services, but has not been maximized, especially in terms of handling and complaints in



the suggestion box, this can be seen from the lack of attention from the kelurahan party to the facilities provided for accommodate inputs and criticisms of the services provided by civil servants to the community. In addition, the application of health protocols in service mechanisms by the kelurahan has also received less attention. This can be seen from the lack of appeals and warnings from village officials to keep reminding people who come to keep their distance. Then the facilities that support the health protocol such as the provision of hand sanitizers as a substitute for washing hands and the number of seats provided is still limited.

Looking at the performance of civil officials at the Pinaesaan sub-district office, the authorities conducted a scientific investigation and observed the available conclusions. So in order to provide the best service to the community, it is hoped that the public service apparatus can continue to improve the quality of service performance by providing support for equipment and comfortable conditions for the community so that organizational performance can be realized properly and the community feels satisfied and there is a need to improve organizational performance in particular, especially for the process aspect which includes indicators such as competence in the form of compatibility between abilities and task functions and the availability of organizations holding training to improve the ability of the apparatus in providing public services to the community.

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