

# Technium.

49/2023



The 7th International Conference on Social Sciences  
Organized by Faculty of Social Science  
and Law Manado State University

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# Public Services at the Paceda Urban Village Office, Madidir District, Bitung City

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## ABSTRACT

This look at aims to discover, examine and describe the performance of public services inside the Paceda Village workplace. The studies technique used is a qualitative method with a descriptive approach. As for the vicinity in Paceda Village workplace, Madidir District, Bitung city. studies techniques for amassing facts using observation, interviews and documentation strategies. information analysis strategies via records discount, data presentation and conclusion. The effects confirmed that populace management offerings on the Paceda village office were not foremost and effective. 1). Tangible, in phrases of facilities and infrastructure are nonetheless insufficient. 2). Reliable, related to reliability in services that are still not effective because they are influenced by the situation and conditions of the Covid-19 pandemic. 3). Aspects of responsiveness, service in the aspect of responsiveness of village officials to the community regarding the service of some officers who are responsive in service, however, there are still officers who are less responsive, and also the prevention of transmission of the Covid-19 virus so that it affects services.

**Keywords:** *Public Services, Offices, Paceda Village*

## 1. INTRODUCTION

In step with law of the Republic of Indonesia No. 25 of 2009 on Public services, Public Servants carry out a number of responsibilities to fulfill the desires of each citizen and resident for items, offerings, and/or administrative offerings provided through public provider vendors according with legal guidelines and rules [1].

Quality public services or what is called excellent service are benchmarks in service fulfilment. As duties and commitments of service providers to the public in the fulfillment of the service framework that is quality, fast, easy and efficient, service standards are benchmarks used as guides for service delivery and reference for assessing service quality. Requirements, systems, techniques, procedures, service durations, fees/tariffs, service items, managing complaints and feedback are only a few of the basic service delivery components.

Provider exceptional is a nation wherein there may be a dynamic interaction among users and service vendors, along with offerings and private. functionality, responsiveness, timeliness, and good enough infrastructure are very essential for public services. services furnished according with the needs of users, it may be concluded that the carrier is of nice.

Quality service to the community is important and highly expected by the community. The implementation of good service is a very urgent need, especially at this time. Quality in public service delivery as an initial basis for the realisation of improvement in providing maximum service to the community and in general can be a value for the emergence of a sense of trust in the pattern of relations between government and society, so that the government is obliged to provide a maximum service guarantee related to the process of public service activities so that every community can get responsiveness, reliability, assurance, empathy and tangible in providing services so that a sense of comfort for the community can arise in the administrative management process.

However, public offerings organised by way of the authorities regularly do no longer meet the nice expected through the community. this is indicated through the life of various public complaints approximately the services furnished. As many proceedings are regularly expressed by carrier users, particularly the uncertainty of time, resulting in low service excellent. Uncertainty of time can create a damaging photograph of the government apparatus. for the reason that the principle feature of government is to serve the network, the authorities wishes to maintain to try to improve carrier satisfactory.

Urban Village is an administrative division under the sub-district. Urban Village is the working area of the lurah as a city regional apparatus. Village is led by a Lurah who has the status of a civil servant. In Government Regulation Number 17 of 2018 concerning Sub-districts or what is called by other names is part of the district / city area led by the sub-district head. Urban Village is part of the district area as a sub-district device. So village is the closest to the most important community and knows the problems and needs in its area.

Urban Village as a public service provider has the main task of assisting the Mayor in the administration of government, development and society in the kelurahan area and increasing the effectiveness of public services in the context of good governance. In addition, the tasks of the sub-district are implementing community empowerment programs and activities, organizing community services, organizing and fostering peace, order and the environment, implementing maintenance of public service infrastructure and facilities, administering population administration, implementing guidance and facilities for increasing community economic growth, preparing and synchronizing proposals for development and community development programs and activities, fostering community social institutions and community self-help, implementing monitoring, evaluation, control and reporting on accountability for the implementation of tasks and functions and carrying out other tasks assigned by the leadership / supervisor in accordance with their duties and functions.

Paceda Village is one of the villages in Madidir Sub-district, Bitung City, North Sulawesi Province. Paceda Village is one of the villages where this village is the one that regulates and takes care of the needs of the community in the process of Population Administration services. The number of employees in Kelurahan Paceda Bitung is 3 permanent employees and 7 auxiliary employees (honorary).

Paceda Village has started implementing the Bitung City Government's policy regarding the digitalisation Innovation Program since 2021. In fact, Paceda Village has become a Pilot Project for Great Villages in Bitung City to support the creation of Bitung Digital City in accordance with the Vision and Mission of the Bitung City Government. However, the programme has not been implemented as expected because it is influenced by several factors, including the availability of networks, electricity and the availability of human resources, inadequate facilities and infrastructure, and even most of the people in Paceda Village, especially parents, do not understand the use of smartphones.

Based on observations at the Paceda Village Office, it has not provided optimal service for the community. This can be seen where when the community takes care of population administration needs such as birth certificates, family cards, ID cards or certificates, it often takes a long time. There is no notification of information or certainty of how long to wait so that people go back and forth back to the sub-district office to check the

completion of the administration of the population. Actually, there is already an SOP in the sub-district office as a guide in public services, but the reality is not as expected. Therefore, the services provided by employees in Paceda Village are still considered less than optimal. Based on the above problems, the authors are interested in raising this issue to be used as research material with the title Public Services at the Paceda Village Office, Madidir District, Bitung City.

## 2. RESEARCH METHOD

Due to the nature of descriptive research, which tends to focus on the process of finding meaning, the method used in this study is a qualitative method with a Descriptive Approach. This method was chosen in order for the study to be in line with the facts that actually occur in the field. As a consequence of the research debate, qualitative research will also provide a research process with an overview of the phenomena.. [2]The location in this research is Paceda Village, Bitung City. Paceda Village, Bitung City.

The research focuses on the problem of "Population Administration Services at the Paceda Village Office, Madidir Subdistrict, Bitung City". This research focuses on 3 indicators of public services, namely: Tangible (touchable), Realiable (reliable), Responsiveness (responsibility).

Following are some examples of data sources pertinent to the study's topic: Interviews and secondary data produce primary data: Secondary data are those gathered via study [3].

Humans or the researcher themselves serve as the research instrument or tool in this study by observing, listening, inquiring, and collecting research data.

Three primary components, namely space (place space), actor (actor), and action (activity), are the subjects of data gathering strategies [3].

The method of data analysis is a descriptive data analysis method. The three steps of data analysis, according to Miles and Huberman, are as follows: the interactive model data analysis approach incorporates data reduction, data display, and conclusion drafting. [4].

In line with Sugiyono, in checking out the validity of data in qualitative studies, that is carried out beginning from the credibility test (inner validation), transferability (outside validation), dependability (reliability), and confirmability (objectivity) [5].

## 3. RESULTS AND DISCUSSION

Public carrier is any interest executed via the authorities in opposition to a number of human beings who've every profitable activity in a collection or unit, and offers pleasure even though the consequences are not related to a physical product. in addition, public provider is the provision of services (serving) the wishes of other people or groups that have an hobby inside the

enterprise according with the main policies and techniques which have been determined.

In the meantime, in law of the Republic of Indonesia quantity 25 of 2009, Public provider is an hobby or series of sports to be able to fulfil service needs according with legal guidelines and regulations for each citizen and resident of abrang, offerings, and / or administrative services supplied by using public carrier providers.

Public service requirements in step with law of the Republic of Indonesia variety 25 of 2009 chapter I Article 1 Paragraph (7), provider requirements are benchmarks which are used as suggestions for provider transport and service nice assessment references as responsibilities and promises of providers to the public inside the context of pleasant, speedy, clean, inexpensive and measurable offerings. The additives of carrier standards as set at least encompass: prison foundation; necessities; structures, mechanisms, and strategies; completion period; prices/price lists; service products; facilities, infrastructure and / or facilities; competence of implementers; inner supervision; dealing with of proceedings, suggestions, and enter; wide variety of implementers; service ensures that provide actuality that offerings are accomplished according with provider standards; guarantee of safety and safety of offerings in the shape of a dedication to offer a experience of safety, freedom from hazard, and hesitation; and assessment of implementer performance.

In carrying out the provisions as stated, public services should depart from the main principles of service. Lovelock in Joko Widodo suggests five principles of public service, namely:

- 1)Tangible (touchable), such as physical capabilities, equipment, personal and material communication;
- 2)Realiable (reliable), the ability to form the promised service with precision;
- 3)Responsiveness (responsibility), namely a sense of responsibility for service quality;
- 4) Assurance, the knowledge, behaviour and ability of employees;
- 5)Empathy, individual attention to customers.

Population administration services are a very important part of autonomy development, on the basis of the reform of the government section and thus also become directly related to the community. Service to the community has become the main goal in the implementation of public administration. To implement good public services, the agency can provide an overview of the quality of services to agency employees

with good and correct directions and policies in the guidelines that have been given.[6]

Thus the performance of public services greatly influences policy. In the making of processing SKUs, Certificates and others, which are still not optimal in terms of productivity because there are many complaints from people who make the SKU making process. The Corona Virus Disease 2019 (COVID-19) outbreak when it hit Indonesia and changed the way public services that had been done face to face turned into online-based public services. Even if there are face-to-face services, they are constrained by observing health protocols based on legal requirements that follow the "3 M" concept, which calls for hand washing, mask use, and keeping physical distance. Population administration is a hard and fast of sports for structuring and controlling files inside the form of population information thru population registration, civil registration, populace management facts control, and utilising the effects for public services and development in different sectors, in line with Permendagri RI number 102 of 2019 [7].

Public provider best is an attempt to fulfil the whole thing related to production, offerings, human beings, techniques, the surroundings, and the wishes and desires of customers inside the form of goods and services that are predicted to meet the expectations and satisfaction of the community as a society. carrier high-quality in general must meet humans's expectations and fulfill their needs. but, even though this definition is oriented towards provider users, it does now not mean that during determining service excellent carrier companies should observe all customer needs. service nice can be recognized by using comparing service customers' perceptions of the offerings they acquire with the offerings they really anticipate. fine service can be assessed from the following carrier dimensions:

### **3.1. Tangible Aspect (Physical Evidence)**

Mahmudi, asserts that in order to guarantee that public service providers deliver high-quality services and that service consumers place a high value on these services, service processes must be owned by each institution that provides public services. Without established protocols, there is a good chance that the services offered will fall short of what the general public expects. A significant expectation gap will develop in these situations [8].

Moenir Public service is an action performed by an individual or group of individuals based on tangible elements or a predetermined set of rules and guidelines in an effort to advance the rights and interests of others. He also came to the conclusion that because service is a process, it consists primarily of a number of actions. Services are an ongoing process that span all aspect of a person's existence in society [9].

In addition to being severely reliant on financial resources, the efficacy and efficiency of maintaining buildings and infrastructure are also restricted by the lack of a designated manager. [10]

The definition of bodily proof in issuer extraordinary is a shape of actual actualisation that can be physically seen or utilized by personnel according with their use and utilisation which can be felt to help the offerings obtained with the useful resource of folks that need services, in order that they may be happy with the offerings they sense, which on the identical time shows paintings performance for the supply of offerings provided.

Because of this in presenting offerings, everybody who wants carrier can experience the significance of the bodily evidence proven by using the provider developer, so that the services provided provide satisfaction. kinds of bodily evidence offerings are generally inside the form of available provider facilities and infrastructure, carrier era used, service provider overall performance in accordance with the characteristics of the offerings provided in showing work overall performance that may be supplied within the shape of physical services that can be visible.

Service fine within the shape of physical conditions is a shape of actual service nice that offers appreciation and paperwork a positive photograph for every man or woman it serves and turns into an evaluation in determining the ability of the service developer to utilise all its competencies to be visible bodily, both in the use of service gear and system, the potential to innovate and adopt technology, and display a overall performance display this is capable, authoritative and has high integrity as a shape of labor overall performance shown to the man or woman receiving the service.

Researchers' findings indicated that the Paceda village's public services were not ideal and effective since they were discovered during the epidemic, affecting the process or flow of services to the community provided by each employee at the Paceda village office, services at the Paceda village office were said to be less effective because the service process was still during the implementation of social restrictions to prevent transmission of the covid-19 virus, in addition there were still employees who lacked discipline in carrying out their daily duties where they often came late and left early. In terms of facilities and infrastructure, this is still inadequate because there are computer facilities that are experiencing problems/damage which results in obstruction of population administration services to the community. Likewise, in services at the Paceda village office, it is required for the community to be vaccinated immediately and if they have not been vaccinated, they will not be served. Every community that will need a population administration service, the file documents must be complete first so as not to hamper the service. Services at the Paceda village office also always pay attention to the health protocols implemented during this

pandemic, there are seating restrictions, provision of masks, and also the provision of hand washing stations.

Tangible is physical evidence, physical appearance and tangible which includes: physical facilities, medical equipment, and staff. Tangible evidence is a provider that can be visible, and may be felt, so the tangible element is crucial as a degree of service. purchasers can use imaginative and prescient to assess service pleasant. good tangibility will have an effect on consumer perceptions, and at the same time the tangible factor is also one of the resources of patron pleasure.

Thus the facilities and infrastructure available at the Paceda village office are not yet adequate according to current needs. Service procedures are still poorly understood by the community, especially in the completeness of the files that must be fulfilled in managing the Population administration. In addition, there are still employees who are not professional in serving the community, such as waiters who are not on time and do not provide information or directions to people who still not understand so that people have to go back and forth to the village office.

### **3.2. Reliable Aspect**

Public service is an action performed by an individual or group of individuals based on material considerations using certain systems, processes, and methods in an effort to uphold the rights and interests of others. Since service is a process, he came to the conclusion that it consists primarily of a number of actions [9].

Each carrier requires a dependable form of carrier, meaning that in supplying services, every employee is predicted to have the ability in information, understanding, independence, mastery and excessive professionalism, in order that the work activities executed produce a best form of carrier, without any proceedings and excessive impressions of the offerings received by way of the community.

The call for for worker reliability in supplying rapid, precise, smooth and easy offerings is a condition of evaluation for the man or woman served in displaying the actualisation of worker work in know-how the scope and description of labor that is the priority and recognition of every employee in providing offerings. The essence of reliability carrier is that every employee has a dependable potential, knows approximately the fine details of labor procedures, paintings mechanisms, corrects diverse deficiencies or deviations that are not according with work approaches and is in a position to expose, direct and offer correct guidelines to each shape of provider that isn't always but understood by means of the network, so that it will have a advantageous effect at the service, particularly employees apprehend, grasp, reliable, unbiased and expert on the activity description they are engaged in.

The provider measurement of reliability may be very critical within the paintings dynamics of an company. Reliability is a form of function or function of personnel who've excessive work overall performance. Reliability

in provider delivery may be seen from the reliability of presenting services according with the level of know-how possessed, reliability in skillfully studying the sector of labor applied, reliability in gaining knowledge of the sphere of work in step with the work level in proven and reliability in the use of work generation. the reliability of an man or woman organization in providing services is needed to address the dynamics of work that maintains to roll stressful high pleasant services according to the reliability of character personnel.

Whether or not a person is powerful, successful, or able to have an impact on the performance that exists in the intasi depends on the caliber of their performance or reliability [11].

Public services that are provided on a consistent basis and touch all aspect of a person's existence in society. One of the service products is Public Service Standards, as per the Minister of Administrative Reform's Decree Number 63 of 2003. The outcomes of services that will be provided in line with established provisions are called service products [12].

According to Soekijdan, commitment is the capacity to adapt behavior to the demands, objectives, and goals of the organization, including how to prioritize what the organization's aim is independent of self-interest [13].

In accordance with the results of research related to the reliable aspect, regarding clarity and rules, overall the services provided are still not good and effective. Services at the Paceda village office already have SOPs that regulate the flow of services provided to the community, especially during the current Covid-19 pandemic, however, the services of village officials are still not optimal because the situation and conditions are still in the period of implementing social restrictions, limited time that must be available at the village office. In addition, there are also employees who lack discipline in carrying out tasks in the office, and sometimes there are power cuts that affect services to the community. Lack of public understanding of the files that must be complete in every administration of population, thus affecting the time of service completion by village officials. The uncertainty of time is less clear so that it must be contacted again to find out when the service is completed, so it must return.

### ***3.3 Aspect of Responsiveness***

In order for government employees to carry out their duties on a regular basis and with consistency, public services must be completed in its implementation and adhered to by both the government and service receivers (the community). Realizing a suitable public service delivery system in accordance with the general principles of good governance is one of the goals of public services under the Law. Public services must be implemented in accordance with established service standards, which must be compiled and set. Existing service standards at the very least include: a legal foundation, specifications, methods, and processes; a completion period; and charges and tariffs. [1].

Public services already have SOP as a service flow and accountability, particularly population administration services at the Paceda village office. is to estimate the time it takes for public services to be completed, commencing with the fulfillment of technical and administrative requirements and continuing through the service process. The availability of services for the requirements of individuals or groups with an hobby in the agency in line with the primary norms and methods that have been set up, consistent with Kurniyawan is considered public service [14].

Responsiveness is the organisation's capability to be finished at once by means of employees to offer services fast and responsively. Responsiveness can foster effective perceptions of the fine of services provided. This includes if there is a failure or postpone in provider delivery, the provider issuer tries to repair or minimise client losses right now.

each employee in supplying varieties of provider, prioritises factors of carrier that substantially have an effect on the behaviour of the person receiving the carrier, so that the responsiveness of employees is wanted to serve the community in step with the extent of absorption, expertise, and discrepancies in numerous styles of provider that they do now not realize. This calls for a considerate, unique rationalization, fostering, directing and persuading so that you can respond to all styles of processes and paintings mechanisms that follow in an employer, in order that the shape of service receives a high-quality reaction.

In principle, the essence of the form of service applied in an agency or work service activity is to provide services according to the level of responsiveness to the service problems provided. The lack of responsiveness is from the person receiving the service, because this form of service is faced for the first time, so it requires a lot of information about the terms and procedures for fast, easy and smooth service, so that the employee or service provider always guides the person being served in accordance with detailed, concise and clear explanations that do not raise various questions or things that cause complaints from the person receiving the service. If this is done well, it means that the employee has the ability to be responsive to the services provided which is the cause of optimal service according to the level of speed, convenience and smoothness of a service handled by employees.

In order to realise good service and realise the welfare of the community, the service objectives are treated by the participation of government officials who are responsive to the needs of the community [15].

One of the big challenges faced by the government, especially local governments, is how to display an apparatus whose function is to fulfil the aspirations of the local community.

According to the findings of study done by researchers at the Paceda village office, there are still people who do not complete their responsibilities to the community on time. Indeed, there are those who are quickly served if they meet the requirements that do not

require a long service process at the Paceda village office, even less than 10 minutes, however, there are also people who are found waiting a long time in service because the file is incomplete and must return to the village office. Likewise, sometimes the completion time is hampered due to unpredictable factors, such as power outages that result in the completion process experiencing additional time, as well as staff employees sometimes not being in the office because there are activities or meetings at the sub-district office. Therefore, it is important to provide information in advance to the community, so that people do not wait for a long time, especially during the Covid-19 pandemic.

Employees who provide services do not fully understand and provide services in accordance with the expectations of the community, especially in terms of making Family Cards, Birth Certificates at the Paceda Village Office, Madidir Subdistrict, Bitung City.

There is still a stalling action from the apparatus, there are still those who lack discipline in service and there is no awareness to serve wholeheartedly owned by employees in providing services to the community.

#### 4. CONCLUSION

The researcher draws the conclusion that population administration services at the Paceda Village Office, Madidir Subdistrict, Bitung City are not as expected based on the research and discussion results described and discussed in the previous chapter. This is demonstrated by the following tangible, reliable, and responsiveness aspects.

##### 1. Tangible aspects (physical evidence)

In this study, the Tangible dimension is determined by indicators, namely the appearance of the apparatus when carrying out service tasks, the comfort of the place to perform service, comfort of the place to do service, ease of service process, employee discipline in performing services, ease of access to the community in requesting services, and use of the service, ease of public access in service requests, and the use of tools in service, tools in service.

Public services, especially population administration in Paceda village, are related to the ability of service providers to the community which is not optimal. In terms of facilities and infrastructure, it is still inadequate, such as computers that are still limited and there are devices that experience problems / damage which results in obstruction of population administration services to the community.

##### 2. Reliable aspect (presence)

The second dimension is the Reliability dimension. This dimension is the ability of service providers to provide

services as promised accurately and reliably. The reliability of employees in providing services is very helps the community in receiving services quickly and easily. Reliability can be seen from the accuracy in serving, the ability and expertise of employees in using tools in the process in using tools in the service process service. Reliability is the ability to provide the promised service promptly, accurately, and satisfactorily.

Reliable aspects relate to reliability, service procedures are still poorly understood by the community, especially in the completeness of the files that must be fulfilled in managing population administration, overall the services provided are still less effective because they are influenced by the situation and conditions of the co-19 pandemic.

##### 3 Aspects of Responsiveness (responsiveness)

Furthermore, the third dimension is Responsiveness dimension. This dimension is a willingness to help and provide fast and precise service to service users, with the following dimensions and precise to service users, with delivery of information related to service needs clearly. Letting consumers wait for no apparent reason causes a negative perception in service quality. negative perception in service quality. In briefly can be interpreted as a willingness to help service users properly and quickly.

Aspects of the responsiveness of village officials to the community regarding fast and responsive services, there are some officials who are fast and responsive in service but there are still some officials who are less responsive, this is because it is influenced by the ability and skills of a person in serving the community. Similarly, the situation and conditions of social restrictions for the prevention of transmission of the Covid-19 virus

#### ACKNOWLEDGMENTS

Thank you to the Faculty of Social Sciences and Law, Manado State University, for facilitating the author.

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