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Public administration: effectiveness and inhibiting factors of one day service

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ABSTRACT

"One Day Service" is a one-day service where each applicant provides documents. This service program aims to provide population and civil registration services in villages, cities, and provinces. This service aims to provide convenience to the community in the administration and public administration. This research seeks to describe and analyze the effectiveness of the "One Day Service" program. This research uses a descriptive qualitative research method. Observation, interview, and documentation were used as data collection techniques. The results of this study indicate that the effectiveness of population registration services in the "One Day Service" program is not yet valid. This is due to the problem of how many have yet to be answered and processed by the operator due to time constraints and slow networks. Sometimes there is indiscipline in the tasks assigned and carelessness of employees who manage the service program.



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Introduction

One of the urgent parts in the stability of the running of government is administration and public services, because between administration and public services with the government bureaucracy is a unit that cannot be separated and interrelated. Where the Government is essentially a public servant (Ishak, 2015). According to (Sinambela, 2011), public service is the fulfillment of the wants and needs of the community by state administrators, and the public establishes the state to improve the community's welfare. In addition, these service forms include administrative services, as stated above, which produce various forms of official documents needed by the public (Pasolong, 2014). Meanwhile, public service is a crucial issue because public service is always associated with an activity carried out by a person or group of people or certain agencies to provide assistance and convenience to the community to achieve specific goals (Rahman, 2017). According to (Alamsyah, 2016) suppose the organization or government can provide optimal services and meet the community's demands. In that case, the organization has offered satisfactory services to the community.

In implementing public services, government officials are responsible for providing the best service to the community to create community welfare (Priyono, Soenarjanto, & Radjikan, 2018). Talking about service, of course, cannot be separated from at least 2 parties that are interconnected, namely public service provider organizations and the community as users of public services (Irawan, 2016). The most basic thing that must be done in order to improve government bureaucracy is to make services and public administration better. Furthermore, when discussing services and public administration in population and civil service, it is a sector

that really needs to improve services in order to get appreciation and good value from the community. For example, in making identity cards, family cards, and deeds that are widely known by the general public, but there are some people who still don't know how to do it or how to administer it, such as making a Child Identity Card (KIA), where when a family has Children who have just been born or have not reached the age of 1 year can apply for a card to the service department.

Every organization, whether managed by government agencies or private institutions, needs to arrange a sound service system for the community as a user of a service because everyone expects good service from the organization (Suriyani, 2017). Judging from the paragraph above, holding on to that there are still some people who don't understand what services are provided and how to process them. So, there is a need for innovation breakthroughs for the delivery of information and what services can be done in the One Day Service program. The types of administration and services that can be processed in the One Day Service program include birth certificates, death certificates, marriage certificates, divorce certificates, certificates of moving Indonesian citizens, and others.

With this innovation breakthrough, it is hoped that it will be able to provide efficient and quality services for the community and can save more service time. Apart from that, it is also a form of bureaucratic service to the community by providing quality, effective and efficient public service facilities. According to (Onong, 2010), effectiveness is a communication whose pros achieve planned goals by budgeted costs, set time, and the specified number of personnel. Effectiveness is always related to the relationship between the results expected results and the results that are achieved (Lenak, Sumampow, & Waworundeng, 2021). According to (Kadarisman, 2019), in general, the term effectiveness used in the public organisation environment is to describe whether or not the objectives chosen by the organisation are appropriate.

Research conducted by (Andani, Setyowati, & Amin, 2019) states that the Implementation of the One Day Service Programme at the National Land Agency of Malang City is needed by the community complaining about the long and convoluted land services. Timeliness in One Day Service is by the objectives of this program, which is one of the efforts to accelerate land services by the National Land Agency of Malang City; Supporting factors in the implementation of this service are the readiness of officers in providing services to the community, the willingness of existing facilities at the National Land Agency of Malang City with a comfortable and safe waiting room. The inhibiting factors in the One Day Service Programme land services, among others, are the incomplete applicant files that hamper the completion of the application files. Then another inhibiting factor is the emotional attitude of the community when the officer cannot complete the files submitted because of unmet requirements.

The last obstacle in implementing services through the One Day Service Program is a computerized system that hampers the completion of applicant files due to the perceived inadequate speed of the computer system. Furthermore, research conducted by (Indrianie, 2022) states that this study shows that the effectiveness of the 3 in 1 one day population / civil registration service program has not been effective because it has problems such as not being responded to and responded to by operators due to time constraints during PPKM level 4, networks that are sometimes slow, discipline when setting up and determining the negligence of each employee who manages the service program. So based on the description above, the researcher wants to conduct research with the aim of describing and analyzing the effectiveness of the "One Day Service" program.

Method

In this paper, the author uses a descriptive qualitative method, in which qualitative research is one of the research steps to produce data in the form of writing, speech or the behavior of the people being observed. According to (Sugiyono, 2019), qualitative research methods are often called natural research methods because the research is conducted in natural conditions or as an ethnographic method. In this qualitative approach, it is more descriptive data, which can produce in-depth descriptions of writing, speech or observations from a group, individual, group, organization or society in a certain context setting which is studied from a complete, holistic and comprehensive perspective.

Results and Discussion

Understandings

Public Administration

Administration is a way that is considered effective and efficient by at least two parties to achieve a goal, of course, without any obstacles. Administrative science is the study of the dynamic process of human cooperation. Cooperation is a universal phenomenon and has existed and lasted from primitive times to modern times (Kadek

Sarna, I Ketut Suardita, Putu Edgar Tanaya, I Gusti Ngurah Wairocana, I Wayan Parsa, Made Gde Subha Karma Resen, Cokorda Dalem Dahana, Pt. Gd. Arya Sumerthayasa, 2012). Quoting from Leonard D. Administration is a process or business that exists in all group businesses, state, private, civil and military, and small or large scale businesses, and so on.

Administration is a set of arrangements for political action carried out by a group of people who work together to achieve certain goals. This definition is according to The Liang Gie. Public administration is a complex combination of theory and practice, which aims to broaden the understanding of government in relation to society and promote public policy to be more responsive to societal needs. Institutionalization of management practices to better reflect effectiveness, efficiency and all forms of meeting community needs.

Public service

According to (Nuriyanto, 2014) says: "Public services are all forms of activities carried out by public institutions both in the service of goods, public and administrative services that can provide benefits to meet the demands, needs, and dynamics of community life by applicable provisions and procedures." Public service in principle is the process of providing community needs carried out by public bodies in accordance with the type of service provided, whether in the form of goods, services, or administrative services. The Law of the Republic of Indonesia, Number 25 of 2009 (Republik Indonesia, 2009), concerning Public Services, states that building public trust in public services carried out by public service providers is an activity that must be carried out in line with the expectations and demands of citizens and residents regarding improving public services.

According to Moenir in (Yuliani & Agustina, 2015), public service is an activity carried out by a person or group of people based on material factors through certain systems, procedures and methods in an effort to fulfil the interests of others in accordance with their rights. Public service is one of the key dimensions and will be an important part in helping to strengthen public administration (Hapzah, Rianto, & Tamrin, 2020). The essence of community satisfaction service is an activity or a series of activities that take place in direct physical interaction between people and other people and which provide customer satisfaction. Public services are all forms carried out by public bodies, both commodity and administrative services that can provide benefits to meet the demands, needs and dynamics of people's lives in accordance with applicable rules and procedures to be fair. So that the provision of better public services and a service-orientated way to the community (Irawan, 2017).

Service Effectiveness and Public Administration

In essence, effectiveness sees results or outcomes that meet expectations. So if something is done well and the result is what was expected, it is effective. Excellent and clean governance must also meet the criteria of being efficient and effective, namely, being efficient and effective (Sumarno, 2022). The concept of effectiveness is broad and includes various factors inside and outside the organization, and refers to the success or achievement of goals; effectiveness is one dimension of productivity that leads to the achievement of maximum performance, namely the achievement of targets (quality, quantity, time, and energy and budget) as a whole (Amalo, 2019). Conversely, a service can be said to be effective if it provides convenience that is fast, accurate and satisfying. Service programs and public administration (addition of birth certificates, KK, KTP and KTP of children) have become service programs that enable the acceleration of effective and efficient services, resulting in achievements.

For those who do not understand the procedures for this service because of limited capabilities, and still not optimal. So that service quality must start from user needs and end with user responses (Samosir, 2005). Therefore, according to (Ibrahim, 2018), to increase effectiveness and efficiency in administrative services is through reformulating strategic planning, rewarding employee performance, being public-oriented in providing quality services, and empowering employees. So that this public service is becoming increasingly important because it is always related to a large audience of people with diverse interests and goals. Therefore, government and non-government organizations can carry out public service institutions. If the government, then the government bureaucratic organization is the leading organization related to public services. And if it is non-governmental, it can take the form of political party organizations, religious organizations, non-governmental organizations, and other community organizations (Mansyur, 2013).

Inhibiting Factor

The author describes and analyzes the factors that impede public service and administration. First, the awareness factor. The One Day Service program is a sector that constantly coordinates service operations, such as the preparation of these documents. Service delivery then maintains to always comply with the rules based on SOP (Standard Operating Procedures) and SPM (Minimum Service Criteria) which may not be violated by these documents. Then to make these documents because it is necessary to consider employee performance, and time, it is also not always on standby to operate/manage service programs to make these documents service programs are still considered less than optimal, but what about these three points for good workers at services, in this case.

Attitude, friendliness and courtesy towards the community by all staff/operators on duty are always smiling, friendly and helping the community

Second, Rule factor. The online-based One Day Service program has undergone slight changes. Previously, every applicant who accessed through the form, is now redirected to the website. This aims to make the service process optimal and easily accessible by the public or individual applicants. Third, Organizational Factors. In the One Day Service service program, guidelines/instructions for employees/operators as waiters whose job is to involve elements of awareness and rules that already have standards, but the service program is not optimal in making these documents. Services offered, though with a shift to online. However, the creation of these documents will be fulfilled by the employee managing the service program. This will be a service acceleration to achieve definite and achievable results, making it easier to use this utility.

Fourth, income factor. The program's services for making documents with the budget needed by the community are free of charge. In the absence of a budget for printing costs, what can be provided from the service is, at a minimum, the soft files are then printed by the applicant himself, but sometimes also printed by public service providers. Fifth, Skill Factor. All employees/operators have adequate and accurate knowledge about handling electronic devices, and are required to operate them smoothly in order to initiate the process to be carried out. The Population Administration Information Administration Section acts as a distributor for two sections, namely the Population Registration Service Section and the Population Registration Service Section.

Sixth, Infrastructure Factor. The condition of the service room is also adequate and comfortable. In addition, existing facilities such as free WiFi for each applicant who receives documents in the full or long waiting time service program. as well as air conditioning (AC). so that the room does not overheat. Then regarding the electronic device facilities used by each task administrator, there were still one or two electronic devices handed over by the department to the central government, but these were not fulfilled because the budget was used for more important purposes.

Conclusions

From the results of the writing and considerations above, the effectiveness of service and public administration of residents in public utility businesses with the One Day Service program is effective. However, it is still not optimal for running services. Supporting factors for the implementation of this service are the willingness of officers to serve the community, the availability of existing facilities with comfortable and safe waiting rooms. After that, the readiness of the IT system in one day service will run according to community expectations. This means that application documents can be submitted after a specified time (only one working day). Factors hindering this service are the lack of application documents and the difficulty of filling out application documents. In addition, the emotional attitude when the submitted files do not meet the requirements and officials cannot complete them also becomes a disincentive. The last obstacle in providing services in the One Day Service program is a computerized system. Completion of the applicant's file was hampered by the perceived inadequate speed of the computer system.

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