The Analysis of Public Service Quality on Public Satisfication In General of The BPS Yahukimo Region

by Mugiati Mugiati

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ABSTRACT

The purpose of this study is to examine and analyze on people's satisfaction with quality of services the Central Bureau of Statistics Yahukimo and public perception of anti-corruption related to penyelenggaraaan Statistics in Yahukimo.

This research was conducted by collecting data from respondents. The data is taken from a representative sample of the entire population, and the sample taken is as much as 40 samples. While the method of analysis used is by using the application of the Index, Importance Performance Analysis (IPA) and Diskriptif. Application of this method is done in order to determine the priority of attributes that must be corrected and provide recommendations for improvement of service at the Department of Education Yahukimo.

The results showed the Central Bureau of Statistics Yahukimo From the application of such methods can be seen that the result of 1). Customer satisfaction on the quality of services BPS Yahukimo obtained an average score of 2.8115 (Satisfied) whereas the hope of obtaining an average score of 3.3510 (important) so that the index of customer satisfaction with the service is 2.8185 Yahukimo BPS (Central Board service Statistical rated "Good"), 2) Customer Satisfaction against BPS Data Quality Yahukimo variety of social statistical data on average 2.9532 (Good), wide production statistics an average score of 3.1746 (Good), statistic distribution and services 3 , 0000 (good), Variety Balance and Statistical Analysis 2.9793 (good). 3) Public perception of anti-corruption related to the collection of statistics an average score of 3.0864 quality of service (included in the category Disagree means that citizens consider that in the Central Bureau of Statistics Yahukimo not happen opportunities of corruption), and the mean average expectation score of 2.5702 (Important), so that the satisfaction index of 3.0734 (public perception of anti-corruption related to the collection of statistics on the Central Bureau of statistics Yahukimo "Good")

Keywords: Public Satisfaction, Quality of Service, Anti-Corruption.

1. Background of the study

Bureaucratic reform is one of the first steps to structuring a good, effective and efficient system of governance. This is expected to form a bureaucracy that serves the community quickly, precisely, and professionally. The same thing must be done by the Central Statistics Agency (BPS) as one of the Non-Ministry Government Agencies. The Central Statistics Agency (BPS) has the duty to provide complete, accurate, and up-to-date statistical data in realizing the National Statistics System. This is stated in Law Number 16 of 1997 concerning Statistics and Government Regulation Number 51 of 1999 concerning Implementation of Statistics. Thus BPS as a public institution has a role in providing services for data requests and statistical information.

The Central Statistics Agency is a Non-Ministerial Government Institution that reports directly to the President. Previously, BPS was the Central Bureau of Statistics, which was formed based on Law Number 6 of 1960 concerning the Census and Law Number 7 of 1960 concerning Statistics. As a substitute for the two laws, Law Number 16 of 1997 concerning Statistics was stipulated. Based on this Act which is followed up with the laws and regulations below, the name of the Central Statistics Bureau has been changed to become the Central Statistics Agency. Material which is new content in Law Number 16 of 1997, among others: Types of statistics based on their intended use consist of basic statistics that are fully organized by BPS, sectoral statistics carried out by Government agencies independently or together with BPS, as well as special statistics held by institutions, organizations, individuals, and / or other elements of the community independently or together with BPS, Statistics results held by BPS are published in the Official Gazette of Statistics (BRS) regularly and transparently so that people easily find out and or get the required data. Reliable, effective and efficient National Statistics System. The establishment of the Statistical Society Forum as a forum to accommodate the aspirations of the statistical community, which is tasked with providing advice and consideration to BPS.

Based on the law mentioned above, the roles that must be carried out by BPS are as follows: (1) Providing data needs for the government and the community. This data is obtained from censuses or surveys conducted alone and also from other government departments or institutions as secondary data, (2) Helping statistical activities in departments, government agencies or other institutions, in building national statistical systems, (3) Developing and promoting standards statistical techniques and methodologies; and providing services in the field of statistical education and training. (4) Building cooperation with international institutions and other countries for the benefit of the development of Indonesian statistics.

The quality of services provided by the Yahukimo Province BPS needs to be evaluated regularly and continuously. The evaluation is intended so that BPS services can carry out their duties and roles in improving the quality of statistical administration. The evaluation is not only done by internal circles but also needs to be done by other parties. The hope is

to obtain an assessment objectivity. Yahukimo Province is one of the new districts formed through the division of Jayawijaya Regency. Data and information needs are very necessary for planning needs and other needs in the district. In order to measure the satisfaction and expectations of BPS services to BPS data users in Yahukimo Province, a BPS consumer satisfaction survey was conducted in 2015.

2. Theoretical Framework

Engel, Roger & Miniard (1994) say that satisfaction is a post-consumption evaluation to choose several alternatives in order to meet expectations. Band (in Nasution, 2005) says that satisfaction is achieved when quality meets and exceeds the expectations, desires and needs of consumers. Conversely, if quality does not meet and exceed the expectations, desires and needs of consumers, satisfaction is not achieved.

Sumarwan (2003) explains the theory of consumer satisfaction and dissatisfaction formed from the expectation disconfirmation model, which explains that customer satisfaction or dissatisfaction is the impact of a comparison between customer expectations before a purchase and actually obtained by customers from the product or service. Customer expectations when buying actually consider the function of the product (product performance).

Product functions include:
a. The product can function better than expected, called disconfirmation positive (positive disconfirmation). When this happens the customer will feel satisfied.
b. The product can function as expected, called confirmation simple (simple confirmation). The product does not give satisfaction and the product does not disappoint so customers will have feelings neutral.

The concept of service quality can also be understood through "consumer behavior" (consumer behavior), namely the behavior played by consumers in finding, buying, using and evaluating a service product that is expected to meet their needs. Consumer decisions to consume or not consume goods / services are influenced by various factors, including perceptions of service quality. This shows that there is a strong interaction between customer satisfaction and service quality. (Harbani Pasolong, 2007: 135).

In general, an index is a systematic guide to the units contained in, or a concept derived from a collection of entities or databases. Besides that, in a practical sense the index can also be defined as a list of alphabetical references that are usually found at the end of a book. In library science the index has a broad meaning, which in general can be interpreted as a record of the values of various attributes that are expected to be used as a basis for information retrieval.

While the Community Satisfaction Index (IKM) is data and information about the level of community satisfaction obtained from quantitative and qualitative measurements of public opinion in obtaining services from public service providers by comparing their expectations and needs. Based on the principle of service 14 (fourteen) minimum elements that must be available for the basis for measuring SMIs are as follows:

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• Service Procedure, which is the ease of the stages of service provided to the community in terms of simplicity of service flow

• Service Requirements, namely technical and administrative requirements needed to obtain services according to the type of service
• Clarity of Service Officers, namely the presence and certainty of officers who provide services (name, position and authority and responsibilities)
• Discipline of service Officers, namely the seriousness of officers in providing services, especially on the consistency of working time in accordance with applicable regulations
• Service Officers' responsibilities, i.e. clarity of authority and responsibilities of officers in administering and completing services
• Capability of Service Officers, i.e. the level of expertise and skills possessed by officers in providing / completing services to the community
• Speed of Service, i.e. target service time can be completed within the time specified by the service delivery unit
• Fairness to Get Services, namely the implementation of services by not distinguishing the groups / status of the community served
• Staff Courtesy and Friendliness, namely the attitude and behavior of officers in providing services to the community in a polite and friendly manner and mutual respect and respect
• Reasonableness of Service Cost, which is the community's affordability to the amount of costs determined by the service unit
• Service Cost Certainty, which is the compatibility between the fees paid and the fees that have been set
• Certainty of Service Schedule, i.e. the implementation of service time, in accordance with predetermined provisions
• Environmental Comfort, namely the condition of facilities and infrastructure of services that are clean, neat, and orderly so as to provide comfort to the recipient of the service
• Service Security, i.e. the guaranteed level of environmental security of the service provider unit or the means used, so that the public feels about getting services against the risks caused by the implementation of the service.

3. ANALYSIS

1. Index
This study was conducted to obtain an anti-corruption index, and a service quality index, an index number needed in evaluating the implementation of bureaucratic reform, public service imagery, and reporting related to BPS's performance in Yahukimo District.

a. Service Quality Index
The service quality index is prepared by referring to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform (PERMENPAN-RB) No.16 of

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2014 concerning Guidelines for Surveying Public Satisfaction of Public Services. This data is then analyzed by segmentation based on user education.

    b. **Anti-Corruption Index**

Anti-corruption index is needed to get a picture of the readiness of service units in the framework of forming Integrity Zones and Corruption-Free Areas (WBK) and Regions

Clean Serving Bureaucracy (WBBM). The Anti-Corruption Index needs to be analyzed by segmentation based on user education.

2. Importance Performance Analisis (IPA)

Importance Performance Analysis (IPA) is one of the tools in evaluating performance. The IPA method is also known as the Quadrant Analysis (quadrant analysis). The IPA method has been generally accepted and used in various fields of study because of its ease of application and display of analysis results that facilitate the proposed improvement of performance. The IPA method has the main function of displaying information related to service factors which according to consumers / customers / users greatly affect their satisfaction or loyalty and service factors which according to consumers need to be improved (improvement) because the current conditions are not yet satisfactory. In this method the average level of importance is denoted by Y and the average level of satisfaction (performance) denoted by X will be plotted into the Cartesian quadrant consisting of 4 quadrants.

a. First Quadrant First Quadrant First Quadrant First Quadrant,

    [1] "Increase Performance" (high importance & low performance). This quadrant is located in the upper left, which means the top priority is performance improvement (Performance Improvement). This quadrant contains satisfaction indicators that are considered important by service users, but in reality the performance of these indicators is not in line with the expectations of service users. The performance of the indicator is lower than the expectations of service users for the indicator. The indicators contained in this quadrant must be further improved in order to meet the expectations of stakeholders / service users. The trick is to make continuous improvements to the indicators that are still low in performance, so that the performance in this quadrant will increase.

b. Second quadrant, second quadrant, second quadrant, second quadrant, "maintain performance"

[1] (high importance & high performance). This quadrant is located in the upper right, which means that performance can meet the expectations of service users and try to maintain that performance. This quadrant contains an indicator of satisfaction that is considered important by service users and its performance is considered to be in accordance with what is felt by service users, so the level of satisfaction is relatively high. Indicators of stakeholder satisfaction / service users included in this quadrant must be maintained because all of these satisfaction indicators make the product / service superior in the eyes of stakeholders / users.

c. Third quadrant, third quadrant, third quadrant, third quadrant, "Low Priority" (low importance & low performance).
This quadrant is located on the lower left, which means low priority. This quadrant contains indicators of satisfaction that are considered less important by service users and in fact the performance of this indicator is not too special. Improved performance of the indicators of satisfaction of stakeholders / service users included in this quadrant can be reconsidered because the effect on the benefits felt by stakeholders / service users is very small.
d. Fourth quadrant, fourth quadrant, fourth quadrant, fourth quadrant,
  "Tends to Be Excessive" (low importance & high performance)
This quadrant is located on the lower right, which means excessive performance while service users consider it less important. contains indicators of satisfaction that are considered not important by stakeholders / service users. Indicators of stakeholder satisfaction / service users included in this quadrant can be reduced so that the work unit of the index owner can make resource savings.

Figure 3.1

Cartesian Importance Performance Analysis (IPA) Quadrant
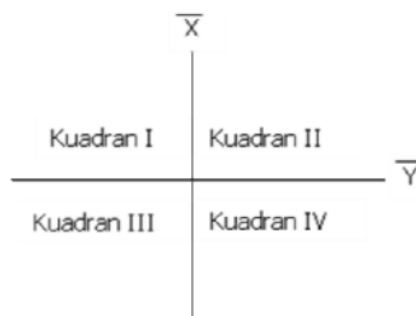
2. Description
a. Percentage
Descriptive analysis using measurements meets the needs of key performance indicators (KPI) for service quality
b. Diagrams and Charts
Diagrams and graphs can be one of the tools that can be used is Radar Diagrams can be used to analyze inequalities between service attributes. Therefore, this analysis is needed in understanding service quality variables.

3. Research Results

Tabel 4.1
**Average Satisfaction Scores and Expectations and Consumer Satisfaction Index
Against BPS Yahukimo Service Quality**

| Hal yang dinilai	Average Service Quality	Average Repair Expectations	Satisfaction Index
Published service requirements or posted in a place that is easily seen both in the service room and on the website in a language that is easily understood according to the type of service	3,0750	3,3250	3,0677
Requirements for getting services are easily met	2,8250	3,3250	2,8045
Information about service procedures published or posted in a place that is easily visible both in the service room and on the website and can be known by all service users	2,8500	3,3000	2,8333
The flow of service procedures is clear	2,8500	3,3000	2,8485
When the service is published or posted in a place that is easily seen both in the service room and on the website	2,7750	3,2500	2,7923
Service implementation time is according to service time	3,0750	3,3500	3,0522
The target time for the completion of services that are published or posted in a place that is easily seen both in the service room and on the website	3,0500	3,2500	3,0615
Services completed in accordance with the target time of completion of services	3,1000	3,3000	3,0985
Service fees or tariffs are clearly informed and can be accessed easily by service users either through the service room or website	3,0500	3,1500	3,0794
Service personnel are available in sufficient numbers / balance with the number of consumers	2,8500	3,4250	2,8540
Easily meet and communicate with service personnel	2,9750	3,3000	2,9924
Service officers show preparedness, speed and agility in serving	3,0750	3,3250	3,0602
Service personnel are able to provide solutions to every problem both administrative and technical for the services provided	3,0250	3,3000	3,0303
Service delivery is in accordance with the stipulated notice / service promise	2,9750	3,4250	2,9562
The service room is comfortable for consumers	3,0750	3,4000	3,0809
Availability of supporting facilities in BPS service rooms such as internet facilities (wifi)	3,0750	3,3250	3,1053
Neat and formal product packaging services	3,0000	3,1500	3,0159
Means of complaints are provided for consumers to provide complaints / complaints about the perceived service	2,9000	3,2250	2,9147
Consumer complaints / suggestions / input are followed up properly	3,0500	3,2750	3,0305
BPS website pages are easily accessible	3,3000	3,3500	3,2985
BPS data is easy to find through the BPS website	3,2750	3,4250	3,3284
Website BPS features complete and easy to	3,2750	3,3500	3,2761

understand (tables, graphs, maps)			
Easy and fast to get (download) BPS data	3,2250	3,4000	3,2426
BPS website language is easy to understand	3,2750	3,3750	3,2815
average	3,0417	3,3167	3,0461

Figure 4.1
Radar Graph of Consumer Satisfaction Index Against BPS Service Quality
in the province of Yahukimo
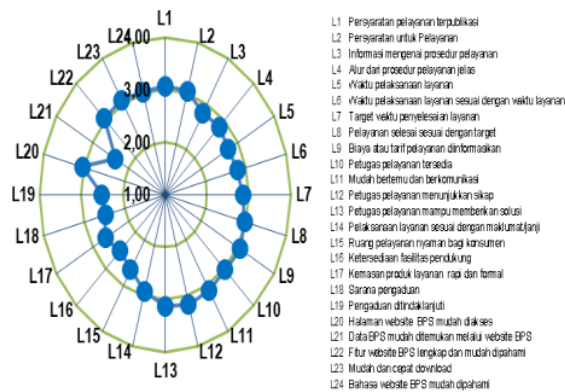
the radar chart above, overall 24 indicators of customer satisfaction with BPS service quality show BPS customer satisfaction in Yahukimo Province. The indices that L1, L6, L7, L8, L9, L12, L14, L15, L16, L17, L19, L20, L21, L22, L23 and L 24 show satisfaction by consumers, this indicates that BPS services in Yahukimo Province are running Well

Figure 4.2
Cartesian Quadrant Consumer Satisfaction & Expectation Score
On the Quality of BPS Yahukimo Services

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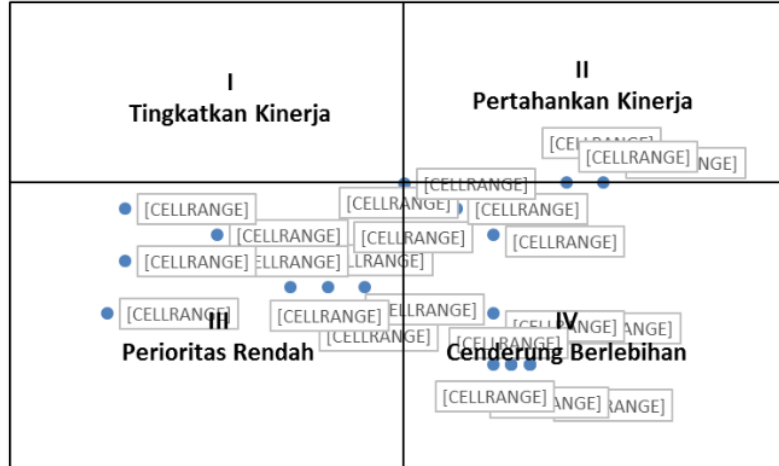
Based on the Cartesian quadrant shows that there are 0 indicators contained in quadrant I this indicates that service satisfaction is above the BPS consumer expectations, so there is no need for performance improvement so that it can answer the expectations of BPS consumers. Whereas in quadrant II there are 4 indicators that need to be maintained this indicates that this indicator is a superior BPS product to be maintained in the future, for quadrant III there are 10 indicators which need to be considered to be the focus of BPS service improvement, this is because the benefit for consumers / stakeholders has a relatively small influence, and for quadrant IV there are 10 indicators that tend to be excessive which indicates that BPS consumers are less important even though customer satisfaction is very good, so it is necessary to reduce resources by BPS to not tend to focus on indicators this.

**Public perception of anti-corruption behavior related to the administration of BPS in Yahukimo Province.**

There are at least 11 indicators used in measuring anti-corruption behavior in the BPS unit / office environment in Yahukimo Province.

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Tabel 4.2
Average Satisfaction and Expectation Scores and Anti-Corruption Behavior Index
in BPS in the Province of Yahukimo

The thing being assessed	Average Service Quality	Average Repair Expectations	Anti-Corruption Index
Service systems and procedures have the opportunity to cause service learning,	2,8750	2,3500	2,9468
Service personnel offer services to speed up the process outside the procedure and time	2,8750	2,3250	2,8925
Service personnel accept offers to perform services outside of procedure and time	3,0000	2,3000	3,0326
Service personnel provide services outside the procedure and time	2,9250	2,3500	3,0000
There is brokering practice	3,0000	2,3500	3,0532
The fees paid are not according to the specified service rate	3,1000	2,4250	3,0515
The service officer asks for compensation in the form of money / goods outside the official rate	3,1750	2,5000	3,1600
Service personnel accept offers to perform services outside the official rate	3,1750	2,4500	3,1531
Service officers differentiate the treatment of data users in providing services	3,0000	2,3500	3,0213
There are types of services other than those specified which indicate fraud	2,9500	2,4000	3,0104
Service staff receive gifts / goods from users of gratuities)	3,0500	2,2750	3,0769
Total	3,0114	2,3705	3,0362

As a whole the anti-corruption index of BPS in Yahukimo Province is 3.0362 (Good) which indicates that based on 11 indicators as a measure shows the existence of anti-corruption behavior in the BPS office / unit environment.

Figure 4.3
Radar Chart of Anti-Corruption Behavior Index in BPS Unit Environment
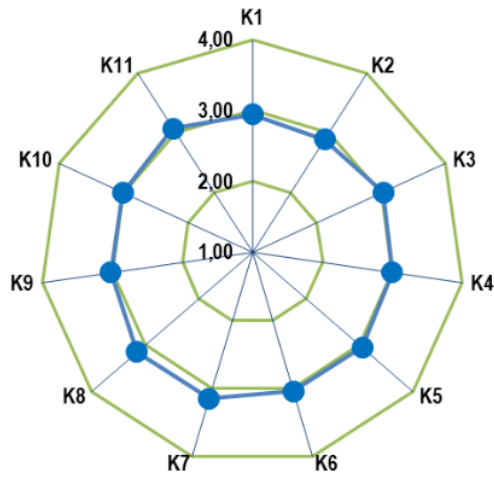
Meanwhile, if traced to each indicator through the radar graph shows that there is no chance of corruption on all indicators: there are 11 indicators.

5. Conclusions and suggestions

Based on the results of the analysis carried out above and observations made in the field, it can formulate several conclusions and at the same time suggestions, namely:

     1. In connection with the results of this study, it can be concluded that BPS services in Yahukimo Province both in terms of 2 (two) categories, namely service quality, and anti-corruption, the average results obtained are good, but even so, improvements must be made to build facilities. adequate and better and more technologically advanced service equipment procurement according to the needs of the community in order to serve the community quickly and appropriately.

     2. Providing data needed by the community, especially data for needs that are general needs so that they are easily obtained and easily provide information to the public.

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LEMBAR
HASIL PENILAIAN SEJAWAT SEBIDANG ATAU *PEER REVIEW*
KARYA ILMIAH : *PROSIDING**

Judul karya ilmiah(paper)	: **Analysis of Public Service Quality on Public Satisfaction in BPS Yahukimo Region.**
Jumlah Penulis	: 4 (Empat) orang (Mugiati, Fauziah F.Farawowan, Yusuf Goulam, Muhammad Irfan Aditama)
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Total = (100%)	15		14,9
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KOMENTAR/ULASAN PEER REVIEW			
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Makassar, 12 Februari 2021

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Nilai Pengusul =			

KOMENTAR/ULASAN PEER REVIEW	
• Kelengkapan dan Kesesuaian Unsur	Makalah telah ditulis Sesuai dengan standar penulisan Seminar Internasional
• Ruang Lingkup dan Kedalaman Pembahasan	Pembahasan Makalah mencakup ruang lingkup Manajemen , dan kedalaman pembahasanya sangat baik
• Kecukupan dan Kemutakhiran Data/Informasi dan Metodologi	Kecukupan dan kemutakhiran data terpenuhi dan penerapan metodologi sangat baik.
• Kelengkapan Unsur dan Kualitas Penerbit	Penerbit Prosiding memiliki nomor ISBN hal ini menunjukan kualitasnya sangat baik dan kelengkapan unsur terpenuhi.

Makassar, 05 Februari 202

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