The Analysis Public Service Quality of Public Satisfication In General of The BPS Papua

by Mugiati Mugiati

The Analysis Public Service Quality of Public Satisfication In General of The BPS Papua

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ABSTRACT

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

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 Papua.

The results showed the Central Bureau of Statistics Papua From the application of such methods can be seen that the result of 1). Customer satisfaction on the quality of services BPS Papua 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 Papua BPS (Central Board service Statistical rated "Good"), 2) Customer Satisfaction against BPS Data Quality Papua 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 Papua 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 Papua "Good")

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

1. Introduction

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 must be done by the Central Statistics Agency (BPS) as a non-ministerial government agency. The Central Statistics Agency (BPS) has the task of providing 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 the Implementation of Statistics. Thus BPS as a public institution has a role in providing services to requests for data and statistical information.

The Central Bureau of Statistics is a non-ministerial government agency that is directly responsible to the President. Previously, BPS was the Central Bureau of Statistics, which was formed based on Law Number 6 of 1960 concerning 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 Law which was followed up by the laws and regulations below, the name of the Central Bureau of Statistics was formally changed to the Central Bureau of Statistics. The material which is a new content in Law Number 16 of 1997, includes: Types of statistics based on their intended use consisting of basic statistics fully administered by BPS, sectoral statistics carried out by Government agencies independently or jointly with BPS, as well as special statistics held by institutions, organizations, individuals and or other elements of society independently or together with BPS. Statistical results organized by BPS are announced in the Official Statistical Gazette (BRS) regularly and transparently so that the public can easily find out and or obtain the data they need. National Statistics System that is reliable, effective and efficient. The Statistical Society Forum was formed as a forum to accommodate the aspirations of the statistical community, whose task was to provide advice and considerations 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 by themselves and also from departments or other government agencies as secondary data, (2) Assisting statistical activities in departments, government agencies or other institutions, in building a national statistical system, (3) Developing and promoting standards statistical techniques and methodologies, and provides services in the field of statistics education and training. (4) Building cooperation with international institutions and other countries for the benefit of Indonesia's statistical development.

The quality of services provided by BPS Papua Province 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 statistics administration. Evaluations are carried out not only by internal circles but also necessary carried out by other parties. The hope is to obtain the objectivity of the assessment. Papua Province is one of the new districts that was formed through the division of Jayawijaya Regency. Data and information needs are needed for planning needs and other needs in the district. In order

to measure the satisfaction and expectations of BPS services for BPS data users in Papua Province, a BPS consumer satisfaction survey was conducted in 2015.

2. Theoretical Basis

Engel, Roger & Miniard (1994) said 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 the quality does not meet and exceed the expectations, desires and needs of consumers, satisfaction will not be achieved.

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

Product functions include:

a. Products can work better than expected, called disconfirmation positive (positive disconfirmation). When this happens then the customer will feel satisfied.

b. The product can function as expected, it is called confirmation simple (simple confirmation). The product does not give a sense of satisfaction and the product does not disappoint so that the customer 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 searching, buying, using and evaluating a service product that is expected to be able to meet their needs. Consumers' decisions to consume or not consume a product/service are influenced by various factors, including their perception of service quality. This shows that there is a strong interaction between customer satisfaction and service quality. (Harbani Pasolong, 2007:135).

In general, the index is a systematic guide to the units contained in, or concepts derived from a collection of entities or databases. Besides that, in a practical sense, the index can also be defined as an alphabetical list of references which are usually found at the end of a book. In librarianship, 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 the basis for information retrieval.

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

• Service Procedures, namely the ease of service stages provided to the community in terms of the simplicity of the service flow the existence and certainty of officers providing services (name, position and authority and responsibility)

• Discipline of service staff, namely the seriousness of officers in providing services, especially regarding the consistency of working hours according to applicable regulations

• Responsibilities of Service Officers, namely clarity of authority and responsibility of officers in the implementation and completion of services
• Capability of Service Officers, namely the level of expertise and skills possessed by officers in providing / completing services to the community
• Speed of Service, namely the target time for services to be completed within the time determined by the service delivery unit
• Justice to Get Services, namely the implementation of services without differentiating the class/status of the people served
• Politeness and Friendliness of Officers, namely the attitude and behavior of officers in providing services to the community in a polite and friendly manner as well as mutual respect and respect
• Fairness of Service Fees, namely the affordability of the community to the amount of fees set by the service unit
• Certainty of Service Fees, namely suitability between the fees paid and the fees that have been set
• Certainty of Service Schedule, namely implementation of service time, in accordance with predetermined provisions
• Environmental Comfort, namely the condition of service facilities and infrastructure that are clean, neat, and orderly so as to provide a sense of comfort to service recipients
• Service Security, namely ensuring the level of environmental security in the service delivery unit or the facilities used, so that people feel about getting services against the risks resulting from the implementation of services.

3. ANALYSIS
1. Index
This research was conducted to obtain an anti-corruption index and a service quality index. Index numbers are needed in evaluating the implementation of bureaucratic reform, public service image, and reporting related to BPS performance in Yahukimo Regency.
   a. Service Quality Index
The service quality index is compiled with reference to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform (PERMENPAN-RB) No. 16 of 2014 concerning Guidelines for Public Service Satisfaction Surveys. This data is then analyzed by segmentation based on user education.
   b. Anti-Corruption Index
The anti-corruption index is needed to get an overview of the readiness of service units in the context of establishing Integrity Zones and Corruption Free Areas (WBK) and Clean Serving Bureaucracy Areas (WBBM). The Anti-Corruption Index needs to be analyzed with segmentation based on user education.

2. Importance Performance Analysis (IPA)
Importance Performance Analysis (IPA) is one of the tools in evaluating performance. The IPA method is also known as Quadrant Analysis. The IPA method has been generally accepted and used in various fields of study because of its ease of application and the display of analysis results which makes it easy to propose performance improvements. The IPA method has the main function of displaying information related to factors to be applied and the display of analysis results that facilitate performance improvement proposals. 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 satisfactory. In this method the

average level of importance (importance) is denoted by Y and the average level of satisfaction (performance) is denoted by X will be plotted into the Cartesian quadrant which consists of 4 quadrants.

    a. First quadrant First quadrant First quadrant First quadrant,

      "Enhance Performance" (high importance & low performance).

This quadrant is located on the top left, which means the main priority is performance improvement. This quadrant contains satisfaction indicators that are considered important by service users, but in reality the performance of these indicators has not met the expectations of service users. The performance of these indicators is lower than the expectations of service users for these indicators. The performance of 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 indicators that are still underperforming, so that the performance in this quadrant will increase.

b. Second Quadrant, Second Quadrant, Second Quadrant, Second Quadrant, "Maintain Performance"

    (high importance & high performance).

This quadrant is located on the upper right, which means that the performance has met the expectations of service users and is trying to maintain that performance. This quadrant contains indicators of satisfaction that are considered important by service users and their performance is considered to be in accordance with what is felt by service users, so that the level of satisfaction is relatively high. Stakeholder/service user satisfaction indicators included in this quadrant must be maintained because all 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 priority) 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 these indicators is not too special. Improving the performance of stakeholder/service user satisfaction indicators that are included in this quadrant can be reconsidered because the effect on the benefits perceived by stakeholders/service users is very small.

d. Fourth quadrant, fourth quadrant, fourth quadrant, fourth quadrant,

    "Tend to Exaggerate" (low importance & high performance)

This quadrant is located on the lower right, which means performance is overstated while service users perceive it as unimportant. contains indicators of satisfaction that are considered less important by stakeholders/service users. Stakeholder/service user satisfaction indicators included in this quadrant can be reduced so that the index owner's work unit can save resources.

4. Research Results

Table 4.1
Average Scores of Satisfaction and Expectations as well as Consumer Satisfaction Index on Service Quality BPS Papua

Things that are assessed	Average Quality of Service	Average Expectations of Improvement	Satisfaction Index
Service requirements are published or displayed in a place that is easily visible both in the service room and on the website in language that is easy to understand according to the type of service	3,0750	3,3250	3,0677
Requirements for obtaining services are easy to fulfill	2,8250	3,3250	2,8045
Information regarding service procedures is published or displayed 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
The time of service implementation is published or displayed in a place that is easily visible both in the service room and on the website	2,7750	3,2500	2,7923
The service execution time corresponds to the service time	3,0750	3,3500	3,0522
The target time for service completion is published or displayed in a place that is easily visible both in the service room and on the website	3,0500	3,2500	3,0615
The service is completed in accordance with the service completion time target	3,1000	3,3000	3,0985
Service fees or rates are clearly informed and can be accessed easily by service users either through displays in the service room or on the website	3,0500	3,1500	3,0794
Service officers are available in sufficient numbers/balance with the number of consumers	2,8500	3,4250	2,8540
Easy to meet and communicate with service officers	2,9750	3,3000	2,9924
Service officers show a ready, fast, and agile attitude in serving	3,0750	3,3250	3,0602
Service officers are able to provide solutions to any problems both administrative and technical for the services provided	3,0250	3,3000	3,0303
Implementation of services in accordance with the specified service announcements/promises	2,9750	3,4250	2,9562
Comfortable service space 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
Service product packaging is neat and formal	3,0000	3,1500	3,0159
Complaint facilities are provided for consumers to submit complaints/complaints about the services they feel	2,9000	3,2250	2,9147
Consumer complaints/suggestions/inputs are followed up properly	3,0500	3,2750	3,0305
The BPS website page is easy to access	3,3000	3,3500	3,2985
BPS data is easy to find through the BPS website	3,2750	3,4250	3,3284
BPS website features are complete and easy to understand (tables, graphs, maps)	3,2750	3,3500	3,2761
Easy and fast to get (download) BPS data	3,2250	3,4000	3,2426
The language of the BPS website is easy to understand	3,2750	3,3750	3,2815
average	3,0417	3,3167	3,0461

5. Discussions

Figure 5.1
Quadrant Cartesian Scores of Customer Satisfaction and Expectations Against BPS Papua Service Quality
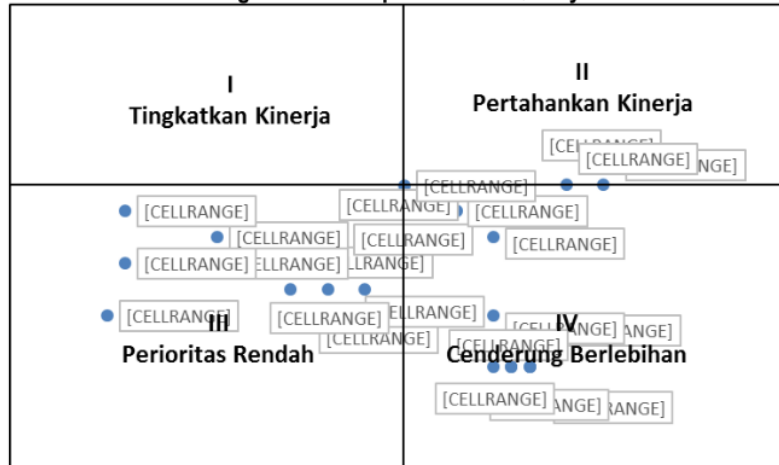
Based on the Cartesian quadrant, it shows that there are 0 indicators in quadrant I, this indicates that service satisfaction is above the expectations of BPS consumers, so there is no need for performance improvements to be able to answer BPS consumer expectations. Whereas in quadrant II there are 4 indicators whose performance needs 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 improving BPS services this is because benefits for consumers/stakeholders have a relatively small effect, and for quadrant IV there are 10 indicators that tend to be exaggerated which indicates that BPS consumers are less important even though consumer satisfaction is very good, so it is necessary to reduce resources by BPS so as not to tend to focus on indicators This.

Conclusions and Suggestions

Based on the results of the analysis that has been carried out above and observations made in the field, several conclusions and suggestions can be formulated, namely:

1. With respect to the results of this study, it can be concluded that BPS services in Papua Province are good in terms of 2 (two) categories, namely service quality and anti-corruption, the average results obtained are good, but even so, improvements still need to be made, including building facilities services and provision of better and more technologically up-to-date service equipment according to the needs of the community in order to be able to serve the community quickly and accurately.

2. Providing data needed by the community, especially data for needs that are already a general need so that they are easy to obtain and easy to provide information to the public.

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