

Service Quality in Granting Licensing and Recommendations in the Field of National Unity and Politics at the Kesbangpol Office Bolaang Regency, North Mongondow

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Abstract. *The research was based on the formulation of the quality service in giving of license and recommendations in the Office of National Unity and politics North of Bolaang Mongondow. As for the main purposes of this research was to know the quality service in giving license and recommendation in the Office of National Unity and Politics North of Bolaang Mongondow. The method used in this research is qualitative with phenomenological approach. The data collection is done by observation interviews and documentation and data analysis is descriptive, then checking the validity of the data. The result showed that the quality service in giving of license and recommendations in the Office of national Unity and Politics North of Bolaang Mongondow, in therms of quality quantity timeliness, effectiveness, independence, commitment to work im general, that is good so it needs the improvement of human resources in order facilitate achievement of the organization's vision and mission.*

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INTRODUCTION

The government in carrying out the state's obligations, namely to protect (to protect the people), to serve (to serve the people) and to regulate (to regulate the people) is basically the provision of services, fulfillment of public interests and overcoming public problems. The administration of public services is a state effort to fulfill the basic needs and civil rights of every citizen for goods, services and administrative services.

The preamble to the 1945 Constitution states that one of the goals established by the Republic of Indonesia is to promote public welfare and educate the life of the nation. The essence of public service is providing excellent service or improving the quality of service to the community, which is a manifestation of the obligations of government officials as public servants.

In this connection, the Decree of the Minister for Empowerment of the State Apparatus of the Republic of Indonesia Number 63 / KEP / M.PAN / 7/2003 concerning General Guidelines for the Implementation of Public Services, has also explained the types of services provided by the government, namely:

1. Goods services that produce various forms of services needed by the public (telephone, electricity, etc.).

2. Services that produce various forms of services needed by the public, for example education, postal and others, and.

3. Administrative services, namely services that produce various forms of official documents required by the public.

Then, with the existence of Law Number 09 of 2015 concerning Regional Government, it should be able to have a real and broad impact on improving the quality of services to the community in the current era of regional autonomy.

The delegation of authority from the central government to the regions is also expected to be able to realize the implementation of quality services with a more concise bureaucracy and able to innovate through various strategies to improve services to the community.

Improving the quality of public services to the community is a very serious concern for the government at the central and regional levels. This is marked by the enactment of Law Number 25 of 2009 concerning Public Services which demands an increase in the quality of public services carried out by the government.

Public services are also a strategic starting point in building public trust in local governments, for this reason local governments are increasingly required to realize improved service quality. In order to improve the quality of public services, local governments are required to implement various strategies in providing quality services which can be seen from various aspects including speed, convenience, justice, legal certainty, transparency, safety, reasonable costs, and accountability to the public. The public service delivery strategy is implemented through various policies in the field of institutional design, innovation in service delivery to the implementation of the service delivery plan.

Public services are a direct relationship between the government and the community which is also a reflection of the performance of government administrators. In addition, because most of the service delivery is related to the community, public services are very strategic to see the extent to which good governance has taken place. In this regard, the implementation of quality public services can also be used as a selling point in order to raise the potential of the region to open up many investment opportunities.

The Office of National Unity and Politics (Kesbangpol) is an office that is oriented towards services, especially services in the field of licensing and organizational and political recommendations for the unity of the nation and the State. In the licensing and recommendation service, a control is needed to reduce the misuse of the given permit. For this reason, a good service is needed to serve the community in every step of giving the permit.

Based on this background, the focus of the problem discussed in this study is how is the quality of service in granting licenses and recommendations at the North Bolaang Mongondow Political and National Unity office. organizations in the North Bolaang Mongondow political and national unitary body

METHODS

Research Approach, Type and Location

The type of approach used in this research is qualitative research. In qualitative research, the researcher tries to describe the existing problem solving based on data, analyzes and interpret it. This method aims to solve problems systematically and factually regarding the facts, characteristics and relationships between the phenomena under study. This research was conducted at the office of the National Unity and Political Body, district. Bolaang Mongondow Utara, Province of North Sulawesi. The reason the researchers took this location was because it was easy to reach, both in terms of cost, time and energy, making it easier for researchers to conduct research.

Data Collection Procedure

Data collection in this study the researcher will use data collection procedures, including Observation; is one of the techniques of collecting facts or data which is quite effective in studying and observing firsthand the process of licensing and recommendation services at the National Unity and Politics of Bolaang Mongondow Regency. Conducted with related parties, namely the staff and the community as the object of research to obtain information about the licensing and recommendation services. This method is used to obtain direct data from the research location regarding documents related to the problem under study

RESULTS AND DISCUSSION

Location Overview

The research location is in the Office of National Unity and Politics of Bolaang Mongondow Utara Regency, which is located on Jalan Trans Sulawesi No. 01 Boroko Kec. Kaidipang Postal Code 95765, Office of National Unity and Politics of Bolaang Mongondow Utara Regency which has been formed based on Regional Regulation Number 5 of 2008 concerning the organizational structure and work procedures of the regional technical institutions of Bolaang Mongondow Utara Regency.

The North Bolaang Mongondow Regency Political and National Unity Office has 9 (nine) employees consisting of:

1. Head of 1 (one) office
2. Head of Subdivision of Administration 1 (one) person
3. Head of Section 3 (three) people
4. Staff 4 (four) people

Research result

Brehn and Kassin (1993) state that the term interpersonal tank power is used to specifically refer to a person's desire to approach others (in Dayakisni, 2006: 158). Whereas Bringham (1993) states that interpersonal attraction is the tendency to positively assess a person or group, to approach him and to behave positively to him. This discussion of the factors that determine interpersonal attractiveness is very important because it influences reactions in the early stages of meeting relationships with other people. Basically, the factors that support inter-personal attractiveness can be distinguished in a personal and situational context. Personal factors are factors that originate and our personal characteristics. For example, something that causes an individual to be attracted to other people at a certain moment is because at that time the mood (mood) is lonely. While the situational factors are derived from the objective traits (characteristics) of the persona stimuli. For example, what causes an individual to be attracted to another individual is because the person concerned has a handsome or beautiful face.

Following are the results of interviews with several informants related to the focus of the research problem.

a. Informant A (Head of Subdivision of Administration)

Informant A is the Head of Subdivision, the interview was conducted on 17 September 2015 at 09.00 WIB. The interview with the informant (FK) as the section head stated that:

"Talking about the level of cleanliness, tidiness and comfort of the room is quite adequate, but there are still some things that need to be addressed. One of the drawbacks is that there is no waiting room for the community and no seats. Talking about the office equipment that is used is always ready and clean, before doing activities the room and other office equipment are cleaned first. "

b. Informant F (community)

Informant F is the community, the interview was conducted on 17 September 2015 at 14.00. interviews with informants (IF) as people who come to the office stated that:

"The service at the Kesbangpol office is quite good, but the absence of a waiting room and seats for the public to wait for the completion of file processing makes us very uncomfortable."

From some of the statements above, the researcher can explain that the North Bolaang Mongondow National Unity and Political Office has adequate office equipment and physical form, the level of cleanliness and room comfort at the North Bolaang Monngondow Kesbangpol Office can be said to have a good level of cleanliness. However, the problem is that there are no seats for the community, so the people who come are mostly waiting while standing.

Ability to provide Licensing and Recommendation Services

a. Informant B (Head of Section for Representative Institutions of Political and Social Organizations)

Informant B is the Head of Section, the interview was conducted on 17 September 2015 at 9.30 WITA. The results of interviews conducted with informants (SDS) as section head stated that:

"In every service regarding licensing and recommendations, we require our officers to provide solutions for people who have problems. We always try to work well, especially in granting permits and recommendations so that the error rate can be minimized. "

b. Informant G (Community)

Informant G is a community member who comes to the Kesbangpol office. Interviews were conducted on 17 September 2015 at 14.00 the results of interviews with informants (FP) as the community stated that:

"In carrying out licensing and recommendation arrangements, there are often problems in filing files, but officers always serve well. Although sometimes slow in handling. "

From the results of the interview above, the researcher can explain that the officers in the North Bolaang Mongomdow Kesbangpol environment in providing services are quite good, this is seen from the procedure for community acceptance that is fast and precise in serving the community. In the licensing and recommendation services, the researcher saw that the examination service of community submission files in terms of permits and recommendations was fast and precise enough so that people who came no longer waited too long. The obstacles that were found were only technical problems that usually occurred such as blackouts, so that the service experienced a little disruption and a little delay. However, this blackout can usually be overcome by having an office generator so that the problem can be resolved.

Response and alertness in providing Licensing and Recommendation servicesa.

informant C (Conflict Handling Section Staff) informant C is a staff of the conflict handling section, the interview was conducted on 17 September 2015 at 10.00. the results of interviews with informants (HI) as section staff stated that:

"In our service to the community, we are always good at what the community needs. We do our best so that all people's needs can be fulfilled. Regarding the complaints of the community, we are always ready to help the community if there are things that the community does not understand in our services. "

c. informant H (Community)

Informant H is a community member who comes to the Kesangpol office. Interviews were conducted on 17 September 2015 at 15.00 the results of interviews with informants (ZB) as the community stated that:

"When making requests at the Kesbangpol office, employees are always assisted. However, sometimes the employees are slow in providing the services and information needed by us."

Based on the above statement the writer can explain that in providing services to the community, North Bolaang Mongondow Kesbangpol officers are fast and responsive. In providing information to the public it is very clear and easy to understand, when there are things that are needed by the community they are able to act quickly and accurately, in the research the researchers saw that the services in providing permits and recommendations were quite fast and responsive, information about the licensing procedure was already good so that people applying for permits and recommendations do not repeatedly submit application files. As for the obstacles faced by the community in obtaining permits and officers' recommendations, they are able to provide services quickly and precisely.

Knowledge and skills of officers and serving the community

a. Informant D (Head of Section of National Unity and Insight)

Informant D is the head of the section. The interview was conducted on 17 September 2015 at 10.30 WITA. The results of the interview with the informant (ST) as the section head stated that:

"In resolving community compliance, we are always ready and responsive in resolving community complaints. The delivery of information is very clear, but there are some people who do not understand our information. "

b. Informant I (Community)

Informant I is the community. The interview was held on 17 September 2015 at 15.00 WIB. The results of interviews with informants (ZP) as the community stated that:

"I think the application for the issuance of the permit issuance is still very slow, we have to wait three days for the issuance. Although in service we already feel good.

From the above statement, the researcher can explain that in providing official services, the Kesbangpol office is able to provide solutions to every problem encountered by the community, the problems that occur are usually handled right away. In granting permits and recommendations, officers are able to work well, so that the errors that are caused are very minimal so that the level of errors found at that time can be immediately resolved by the officers. Researchers see that the timeliness of licensing services and recommendations is quite timely, officers arrive before the community arrives. The issuance of decrees on licensing and recommendations is quite fast. Usually the issuance of permits and recommendations is issued after three days of public requests being submitted and processed.

Ease of communication

a. informant E (staff)

Informant E consists of staff from the section of relations for political organizations and community representatives. The interview was conducted on 17 September 2015 at 11.00 WIB. The results of interviews with informants (ARM) as staff stated that:

"In communicating with the community, we have made every effort to let the public get the information they need, but we often have problems with the time from the community which is always uncertain."

b. Informant J (Community)

Informant J is a community member at the Kesbangpol office. The interview was conducted on 17 September 2015 at 15.00 wita. The results of interviews with informants (EB) in the community stated that:

"I think our communication with the Kesbangpol is quite good, but sometimes there is some information that we still don't understand, and sometimes to find that information we just ask people who have already made arrangements."

From some of the statements above, the researcher can explain that in making contact with the community, the officers at Kesbangpol Bolaang Mongondow Utara are quite good and already understand the needs of the community. In terms of granting permits and recommendations after conducting research, researchers saw that the attitude of the officers in providing services in providing permits and recommendations was very good, officers always paid attention to every community complaint, and were quickly resolved. In providing licensing and recommendation services, officers also treat the community indiscriminately regardless of social status. Not seeing the community in any way, every community who submits a request is all considered the same, nothing is differentiated, nothing is privileged, so that the people who come are very satisfied with the services of Kesbangpol officers in providing services for licensing and recommendations.

CONCLUSIONS

Based on the results of previous research and discussion, the researcher can conclude that the quality of service is greatly supported by the attitude of employees in serving the community, but there are still several facilities that need to be improved, including seating and waiting rooms which are still minimal at the Bolaang National Unity and Political Office. North Mongondow, the quality of services provided by its employees to the community is already good, especially in the service section of providing licensing and recommendations. It can be seen from the operational standards (SOP) that it is in accordance with public service procedures.

Suggestion

Based on the above conclusions, the authors provide suggestions for the North Bolaang Mongondow National and Political Unity office so that the level of service needs to be improved again to obtain good service quality, especially in the field of licensing and recommendations. For this reason, in providing services to the community, especially in granting permits and recommendations, the North Bolaang Mongondow National and Political Unity office should handle community complaints even more quickly, although in general it can be said to be good. And there must also be a waiting room and seating for the community, which are minimal, even if they don't exist. Because this really affects the quality of service to the community

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