

## Quality of Public Services in the Field of Population Administration in Paseh District, Bandung Regency

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### Abstract

The problem in this study is with the population administration services supplied by Paseh District, Bandung Regency. Where in the service process does it bring satisfaction to the community, and how does community satisfaction influence service quality in the field of population administration in Paseh District, Bandung Regency? This study seeks to define and analyse the quality of public services in the field of population administration in Paseh District, as well as to identify the factors that impede and support the implementation of public services in Paseh District, Bandung Regency. This study employs a qualitative descriptive research method. The data gathering methods used were observation, interviews, and documentation. To determine the quality of service in the field of population administration, apply Zeithaml et al.'s (1990: 19) service quality theory, which includes Tangible (tangibility), Reliability (reliability), Responsiveness (responsiveness), Assurance (guarantee), and Emphaty (Empathy). This research's informants included the Head of the Government Section, the Secretary of the Subdistrict Head, employees, and the community. This research shows that the quality of services in the field of population administration in Paseh District, Bandung Regency is quite good but not yet optimal. This is caused by the existence of obstacles in the implementation of services that hinder the process of completing service products proposed by the community, and the incomplete facilities in the service rooms and the cleanliness of the room is not optimal, making people feel uncomfortable.

**Keywords :** Quality of public services, public services

### Article Info

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### 1. Introduction

The government has a very important role in providing excellent services for all communities. Excellent service is an effort made by the government to provide the best possible service to the community, so that it can provide satisfaction and meet the needs of the community. According to Moenir (2006:16) quoted by Dr. Iwan Satibi, M.Si in his book *Public Management in Theoretical and Empirical Perspectives* defines service as "the process of fulfilling needs through the activities of other people directly". This understanding reflects that service contains a number of activity processes aimed at meeting the needs of other parties.

In principle, public services are a process of providing community needs carried out by both central and regional governments. Public service itself can be defined as a form of public service, whether in the form of goods or services. Public service is an effort by state administrators to meet the needs and expectations of the community based on procedures and provisions as well as applicable laws.

Paseh District is one of the sub-districts in Bandung Regency which provides public services in the field of population administration. The population administration services in Paseh District are as follows:

Table 1.1 Types of Services in Paseh District

| No | Kind of service  |
|----|--|
| 1. | Making e-KTP   |
| 2. | KTP recording  |
| 3. | Creation of KK   |
| 4. | Heir's letter  |
| 5. | PBB(Land and Building Tax) & AJB (Deed of sale and purchase) |
| 6. | Population administration                                    |
| 7. | birth certificate  |
| 8. | Transfer letter  |

Source: Paseh District Government Section

Based on the table above, the various types of services available in Paseh District and the types of services commonly provided by the people of Paseh District are as intended above.

As an organization that serves and deals directly with the community, sub-districts certainly experience various problems and obstacles in implementing their services to the community. In this case, the sub-district must certainly have a moral commitment and responsibility towards the community. Because people certainly want to get good quality service from the government.

## 2. Method

The research object is important in a study since it represents the goal that must be accomplished in order to gain answers and solutions to problems that arise. The research object chosen for this study is Paseh District, Bandung Regency, which is located at Jl. Ranca Kendal No.6 Tangsimekar. In this study, the researchers utilised a descriptive research method with a qualitative focus. This study aims to reveal or describe events, facts, conditions, phenomena, and circumstances that transpired during the research.

According to Sugiyono (2005:21), the descriptive approach is employed to describe or analyse research findings but not to draw broad generalisations. Bogdan and Biklen (1992: 21-22) define qualitative research as a research process that generates descriptive data in the form of speech or writing, as well as the behaviour of the persons being watched. According to Moleong (2017:6), qualitative research is research that aims to understand phenomena experienced by research subjects, such as behaviour, perception, motivation, and other actions, holistically and with descriptions in the form of words and language, in a context, particularly natural ones, using various natural methods. In this qualitative descriptive study, data is collected in the form of words and images rather than statistics. Because qualitative research may be used to better understand social interactions, such as conducting in-depth interviews that reveal clear patterns. Thus, researchers used qualitative research methodologies for data collection, processing, and analysis.

Appropriate and reliable data gathering strategies are critical to ensuring the quality and integrity of research. According to Sugiyono (2013:224) Data collecting strategies are the most strategic phase in research, as the primary goal is to get data. Sugiyono (2012:63) defines four categories of data collecting techniques: observation, interviews, documentation, and triangulation. The selection of

informants in this study was carried out purposively, meaning that they were chosen purposefully based on the criteria indicated above. In this study, informants :

- 1) included the Head of General Affairs and the Civil Service.
- 2) Employees and service staff.
- 3) Society.

The researcher analysed the informant's ability to provide information about the quality of service in the Population Administration sector in Paseh District, Bandung Regency.

### 3. Results and Discussion

The government provides public services to the community as service users in order to meet their requirements.

The researcher will describe the Quality of Public Services in the Population Administration Sector based on the study focus and locus, referring to the theory utilised to search for data and information at the research location. The theory employed in this study is the dimensions of service quality proposed by Zeithaml et al. (1990: 19), which are:

1. Tangible.
2. Dependability (reliability).
3. Responsiveness.
4. assurance (guarantee)
5. Empathy (Empathy).

Of course, things do not always go as planned when it comes to the implementation of public services; there are still factors that impede the public service process, such as unfulfilled facilities and infrastructure, and service locations with indoor waiting room facilities that are not supported by facilities capable of creating an atmosphere. The community can feel at ease as service receivers. There are no tables or writing areas for those who come to perform services, nor are there any service-related information facilities, which frequently confuses people. Another impediment is impediments or delays in completing KTPs.

The delay in creating KTPs was due to the unavailability of blanks and ink, which had to be delivered from the Regency, which took quite some time, and it was unknown when the blanks and ink would be available and could be despatched. So many people came, both those who wanted to take or repair their KTP but had no idea when it would be completed. And this is the primary reason why KTPs are not submitted on time.

Aside from that, there are always people who come with incomplete requirements, but the community itself requests that it be accelerated, demonstrating the need for community awareness, where awareness here refers to the ability to prepare everything that is required. is necessary for carrying out service processes in Paseh District.

So, in this situation, if we refer to indicators to measure the quality of public services, the challenges faced by services in Paseh District, Bandung Regency are in the areas of Tangible (tangible) and Assurance (guarantee); the assurance here is a guarantee of timeliness. Aside from the impediments, there are supportive factors in the implementation of public services in Paseh District. The first of these is Human Resources (HR) services, in which case service officers have been trained and directed on community service procedures by the Head of the General and Civil Service Section. Who is courteous, friendly, and skilled.

Apart from that, Paseh District provides IT and educational services. Aside from it, other supporting components include infrastructure, such as office supplies, computers, and printers, as well as a set of cameras for KTP recording services.

As previously stated, there are problems or obstacles in the implementation of services. The Paseh District's efforts to overcome these obstacles include socialising to villages, wards, and wards that all products in the Paseh District are made with the conditions that have been attached, because if not socialised, the public will not be aware. Paseh District then addressed the KTP issue by offering temporary certificates to persons who required KTPs for a variety of reasons.

## 4. Conclusion

Based on research on the Quality of Public Services in the Population Administration Sector in Paseh District, Bandung Regency, and after making observations and analyses, the researcher proposed conclusions and suggestions for further consideration and improvement. According to Zeithaml et al. (1990: 19), there are five dimensions in measuring and being factors that influence the quality of public services in Paseh District, namely that the facilities and infrastructure in Paseh District are quite adequate, despite the fact that there are still facilities that need to be equipped, such as cleanliness and comfort in service rooms, which are currently lacking. maximum. In this instance, Paseh District must improve waiting room facilities and room cleanliness in order to improve services and provide comfort to those who visit. Service officers exhibit good discipline in both community service and working hours. Employees have a positive attitude towards responding to the needs and requirements of the community, and communication between service officers and the community is strong. The security around the Paseh District Office is good and may be considered safe. Then, there is a guarantee of timeliness in the service process in Paseh District itself, particularly if the facilities are available and the standards are met, the completion time will be faster than the previously specified time.

The scarcity of blanks and ink in Paseh District, Bandung Regency, is a barrier to service delivery. Many people have recorded recordings but have encountered difficulties in producing/printing them. Another challenge is that many people are still falling short of meeting the requirements. Aside from that, there is no writing table in the waiting area of the service section for persons who provide services. Paseh District's efforts to eliminate KTP difficulties, specifically by offering temporary certificates or temporary KTPs to persons who are in a hurry or who require KTPs for their specific needs. And the efforts that Paseh District can make in overcoming the problem of service room facilities, Paseh District can provide tables or other facilities that the community needs when providing services, then Paseh District conducts outreach to the community regarding the manufacturing of products in Paseh District with the conditions that have been attached.

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