

Quality of Public Services in the field of Population Administration in Jatinangor District Sumedang Regency

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Abstract

This study focuses on the population administration services provided in Jatinangor District, Sumedang Regency. Its aims are to describe and analyze the quality of public services in the field of population administration, as well as to identify the factors that both support and hinder the implementation of these services. The research employs a qualitative descriptive method, utilizing observation, interviews, and documentation for data collection. The informants in this study included the Head of the Government Section of the Sub-district, the Sub-district Secretary, employees, and the community. The findings indicate that the quality of population administration services in Jatinangor District is quite good but not yet optimal. This is attributed to obstacles in the implementation of services that impede the completion of service products submitted by the community, as well as inadequate facilities in the service room and suboptimal cleanliness, leading to community discomfort.

Keywords : Public Administration, Public Service Quality, Sumedang Regency

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1. Introduction

The government has a very important role in providing excellent service for all people. 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 others directly". This definition reflects that service contains a number of activity processes aimed at meeting the needs of other parties.

Public service is in principle 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, either 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 and applicable laws. Jatinangor District is one of the Districts in Sumedang Regency that carries out public services in the field of population administration. The population administration services in Jatinangor District are as follows:

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

2. Method

In this study, the research method used by the researcher is a descriptive research method with a qualitative approach. This study is to reveal or describe events or facts, circumstances,

phenomena, and conditions that occur during the research. According to Sugiyono (2005:21) states that the descriptive method is a method used to describe or analyze a research result but is not used to make broader conclusions. In this qualitative descriptive research, the data collected is in the form of words, pictures, and not numbers. Because with this qualitative research it can be used to understand social interactions, for example by conducting in-depth interviews so that clear patterns will be found. so, researchers choose to use qualitative research methods to search for, collect, process, and analyze research data.

3. Results and Discussion

Public service is a service provided by the government as a service provider to the community as service users in fulfilling community needs. The researcher will explain the Quality of Public Services in the Population Administration Sector according to the focus and locus of the research, by referring to the theory used for data and information searches that researchers conduct at the research location. In this study, the theory used is the dimension of service quality proposed by Zeithaml et.al (1990: 19) as follows:

1. Tangible
2. Reliability
3. Responsiveness
4. Assurance
5. Empathy

In the implementation of public services, of course, it does not always run according to expectations, where there are still factors that hinder the public service process, including facilities and infrastructure that have not been met, service places with waiting room facilities have not been supported by facilities that can create a comfortable atmosphere for the community as service recipients. The unavailability of tables or places to write for people who come to do services, as well as information facilities related to services where this often makes people confused. Another inhibiting factor is the obstruction or delay in making KTP. The obstruction of making KTP is due to the unavailability of forms and ink, where it must wait for shipments from the Regency which takes quite a long time and it is not certain when the forms and ink will be available and can be sent. So, many people come, both people who will take or repair KTP, but still do not get certainty when it will be completed. And that is the main factor that causes the making of KTP not in accordance with the time frame that should be.

In addition, another obstacle, for example, there are always people who come who do not bring complete requirements, but the community itself asks for it to be accelerated, so it can be seen that in this case public awareness is needed where awareness here is awareness to prepare everything that is a requirement to carry out the service process in Jatinangor District.

So, in this case if referring to the indicators to measure the quality of public services, then the obstacles experienced by services in Jatinangor District, Sumedang Regency are in the Tangible and Assurance aspects, the guarantee here is a guarantee of punctuality. In addition to the inhibiting factors, of course there are supporting factors in the implementation of public services in Jatinangor District, the first is the Human Resources (HR) service, where in this case the service officers have been trained and directed by the Head of General Affairs and Personnel on how to serve the community properly, politely, friendly and skilled.

In addition, services in Jatinangor District are already IT-based and have been educated. In addition, other supporting factors are infrastructure such as office stationery, computers, printers, of course a set of cameras for services in recording KTP, and so on. The existence of problems or obstacles in the implementation of services as mentioned, the efforts of Jatinangor District in overcoming these obstacles are that Jatinangor District socializes to the village, RT, RT that the manufacture of all products in Jatinangor District with the conditions that have been attached, because if it is not socialized the community will not know. Then, related to the KTP problem,

Jatinangor District took a solution by providing a temporary certificate for the community who are in need of KTP for various purposes..

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