

# DESCRIPTIVE STUDY OF PUBLIC SERVICES QUALITY IN SURABAYA

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## *Abstract*

Currently, the service becomes a very important factor, not least in the services sector, government or public service. The government has made various efforts for better public services to be from time to time as stipulated by Regulation of the Minister for Administrative and Reform. To determine whether the implementation of public sector services are in accordance with community expectations, the study aims to determine how the image of public service at three government agencies in Surabaya. The results showed that the public service in three government agencies in Surabaya good and satisfactory society.

Keywords: service, service quality, public service, public service quality

## **1. Introduction**

Service is an important aspect in our lives. The importance of services to make service improvements both in the private sector and government services become a necessity. Government services (public services) also began to do various improvements. Public services has been slow and bureaucratic image that began to be addressed.

Improvement of government services conducted throughout Indonesia, including in East Java. East Java Provincial Government through the public service units of the assessment team has conducted an evaluation and assessment of the 43 units of public service offices at the district / city or province. Of the 43 public service offices will be taken 15 of the next assessment will be done again to compete in national competitions (<http://lintasjatim.com>).

The competition was held to motivate in order to develop and improve the quality of public services. Performance of public service units that have been assessed and showed the best performance, should be given an award by giving stimulus or motivation, morale improvement, and innovation services, and conduct assessments to determine an objective picture of performance and service units.

In this assessment there are four criteria that need to be considered in accordance with the decision of Minister of State for Administrative Reform (MENPAN) No. 7 / 2010 concerning the guidelines penilaian performance of public service units. The four criteria or assessment instruments are: vision and mission and motto of service, systems and procedures, Human Resources (HR) and facilities and infrastructure. The winner in this assessment will be taken to national level competition (<http://lintasjatim.com>).

East Java provincial government's commitment to fix the public services already seen the results in various districts in East Java. However, in serving the public who take care of permits,