

EFFECTIVENESS OF ONE-STOP ADMINISTRATIVE SERVICES FOR THE COMMUNITY

Rifai Ahmad, Firmansyah, Adilansyah

Sekolah Tinggi Ilmu Sosial dan Politik (STISIP) Mbojo Bima

Abstract

Administrative services that often occur are considered low quality due to lack of human resources, unclear time certainty and inadequate infrastructure, thus giving a bad assessment from the community. This is the background behind the formation of the Minister of Home Affairs Regulation No. 24 of 2006 regarding PTSP (One Stop Integrated Implementation Guidelines) to improve the quality of public services to the community organized by the government. However, the implementation of PTSP has yet to be implemented in all Indonesian government institutions because several institutions still have difficulties and doubts about its effectiveness. This is the author's background to discuss the Effectiveness of One Stop Administration Services for the Community. This study aims to determine whether there is effectiveness and the level or value of effectiveness provided in providing administrative services for the community through a one-stop line or system in City Y. The method used is descriptive quantitative with data collection techniques, namely observation and interview documentation. Moreover, the distribution of the questionnaire to 100 respondents who were selected by purposive sampling. The study results show that the one-stop administrative service is quite effective at 30%. However, it is insignificant in its effectiveness because it still requires adaptation to the system and improvements in various ways.

Keywords:

Effectiveness, Administration, Society

Abstrak

Pelayanan administrasi yang sering terjadi dinilai rendah kualitasnya karena kurangnya sumber daya manusia, kepastian waktu yang tidak jelas dan infrastruktur yang kurang memadai sehingga memberikan penilaian buruk dari masyarakat. Hal inilah yang melatarbelakangi dibentuknya Peraturan Menteri Dalam Negeri Nomor 24 Tahun 2006 tentang PTSP (Pedoman Pelaksanaan Terpadu Satu Pintu) untuk meningkatkan kualitas pelayanan publik kepada masyarakat yang diselenggarakan oleh pemerintah. Namun, pelaksanaan PTSP belum dapat diterapkan di semua instansi pemerintah Indonesia karena beberapa instansi masih mengalami kesulitan dan keraguan akan efektifitasnya. Hal inilah yang melatarbelakangi penulis untuk membahas Efektivitas Pelayanan Administrasi Terpadu Satu Pintu Bagi Masyarakat. Penelitian ini bertujuan untuk mengetahui apakah ada efektivitas dan tingkat atau nilai efektivitas yang diberikan dalam memberikan pelayanan administrasi kepada masyarakat melalui jalur atau sistem satu pintu di Kota Y. Metode yang digunakan adalah deskriptif kuantitatif dengan teknik pengumpulan data yaitu observasi dan dokumentasi wawancara. Selain itu, penyebaran kuesioner kepada 100 responden yang dipilih secara purposive sampling. Hasil studi menunjukkan bahwa pelayanan administrasi satu pintu cukup efektif sebesar 30%. Namun tidak signifikan dalam efektivitasnya karena masih memerlukan adaptasi sistem dan perbaikan dalam berbagai hal.

Kata Kunci: Efektivitas, Administrasi, Masyarakat

Article history:

Submission October 18 2022

Revision October 29 2022

Accepted November 18 2022

Published December 11 2022

*Corresponding author

Email:

stisiprifai@gmail.com

INTRODUCTION

Good administrative services, dexterous, painstaking, and fast are also the wishes of the majority of the Indonesian people (Dwi Lutfi Nur Anisa et al., 2017), especially since this country has a dense population (Koko Mulyanto Angkat et al., 2017), if the service is not dexterous and fast, it will take a long time even though it only takes care of one document. The administration is important for the community, such as family administration, licensing, and so on, which still tend to be difficult, long, and not thorough, so they have to make various changes that also take a long time to take care of. This is because the policy regarding effective and efficient service rules has yet to be promoted. Several things cause people to be disappointed with the administrative services provided by the government, such as the certainty of time, human resources owned, and available facilities and infrastructure (Lie Melanie Ginting et al., 2018) and (Ningrum K. S, et al, 2020). The results of observations at one of the government agencies or offices in City Y regarding administrative services are known that many applicants are waiting for a long time for services with standing conditions due to the availability of waiting for very lacking chairs, even many elderly applicants who have to come from afar do not even get queue numbers because the queues have been limited for service delivery every day. This is appreciated if it happens in a country of laws. This country claims to humanize human beings humanely, while the services provided are far from society's expectations.

This is also evidenced by an interview with TY, as one of the petitioners said that he had to come to the institution or service within three consecutive days because his application still needed to be completed. In addition, tiu VK also stated that he had to arrive very early, around 04.30 WIB, to get a queue number because he had never obtained a queue number even though he came from outside the city. If this continues to be allowed, the people's trust in the government will decrease when the services provided are not of high quality (Yuri Apriana Rudiyansyah et al., 2021). In addition, the independence of the people will also be reduced because they will prefer the services of "scalpers" instead of having to line up and take care of administration with unclear time.

This vagueness certainly takes time, energy as well as public finances. On the other hand, if the applicant has sufficient financial stability, it may be fine. What if the applicant has the right financial ability or even less? of course, this will burden the people so that they are indifferent about the administration that is used as a reason for the state to carry out various policies. To overcome this, the Ministry of Home Affairs issued Minister of Home Affairs Regulation No. 24 of 2006 concerning Guidelines for the Implementation of Integrated Services of Stau Pintu (PTSP) where this regulation creates a new system to improve the quality of public services through one-stop channels (Imelda Febliany et al., 2017). This means that one place of service can overcome the public administration

needed by the community deftly, swiftly, and meticulously so that its validity is beyond doubt and minimizes the applicant's desire to make revisions.

The implementation of this regulation has yet to be carried out in all government agencies. However, some institutions use the one-stop system to provide administrative services for the applicant community, as in City Y, where they have been doing a one-stop system for five years with gradual improvements. However, the effectiveness of using the *satu pintu* line in administrative services for the community has yet to be studied in depth, so many government agencies still need to be more hesitant to implement this system. For this reason, researchers want to know more about the "Effectiveness of one-stop administrative services for the community". Therefore, this study aims to discover more about the presence or absence of effectiveness and the level or value of effectiveness in providing administrative services for the community through a one-stop channel or system.

RESEARCH METHODS

This research uses a type of descriptive quantitative research with a data collection method through observation, documentation interviews and the distribution of questionnaires through *g form* to 100 applicants who visit the one-stop administrative service of the city of Y. After the data is collected, and a detailed data analysis will be carried out so that the results of the study are obtained which are then presented in this study without any engineering. The measurement scale used to analyze the questionnaire uses a Likert scale with four answer selections as follows:

Table 1. Likert Scale

No.	Symbol	Information	Score
1	Ss	Strongly Agree	4
2	S	Agree	3
3	Ts	Disagree	2
4	Sts	Strongly Disagree	1

Based on the respondents' answers, calculations will be carried out by entering the following calculations (Salim & Haidir, 2019)

Table 2. Score Interpretation Criteria

No.	Interval	Information
1	0%-20%	Very Bad
2	21%-40%	Bad
3	41%-60%	Enough
4	61%-80%	Good

RESULTS AND DISCUSSION

One-stop administrative services, or what is commonly referred to as *one-stop integrated service* (Rizky Fitriyansyah et al., 2020), is an important thing done by the government as an effort to improve the quality of public services regarding administration provided to all Indonesian people as applicants (Yayat Rukayat, 2017). Before discussing further the results of this study, several things need to be known first, namely:

First, effectiveness. Effectiveness is a goal or ideal achieved by an organization or institution (Marsheila M Frans et al., 2022). Such as community satisfaction due to the increasing quality of service. Effectiveness is important in carrying out a job so it can run well to achieve the desired goals (Munir Saputra and A.H Rahadian, 2018). Gibson stated that effectiveness could be measured by several things: productivity, efficiency, satisfaction, adaptation and development of the services provided.

Second, service. Service can be interpreted as an action or activity provided by the government, institution, organization or company to the applicant. For example, this study is given by the government to the community of administrative service applicants (Zuriyah Evi Rahmawati and Itok Dwi Kurniawan, 2021). This service is not only given once or twice but continues to be carried out continuously and thoroughly. If the theory is applied, it is expected to create effective services and efficiency as expected by the community. Regarding the effectiveness of the service obtained, the following results.

Effectiveness of Government Agency Facilities

Facilities owned by public service institutions are closely related to the productivity and satisfaction obtained by the applicant community. The results of the observations are known that the facilities owned in the integrated institution of one-stop administrative services are quite good, as can be seen from the number of applicants sitting in waiting for chairs more than the applicants who stood. The results of interviews with the head of the service or institution are known that the facilities provided are always updated, such as additional waiting chairs, online queue collection, and so on, to minimize the sense of disappointment that the community has. This is as the following data shows:

Table 3. Data on the Effectiveness of Government Institutional Facilities

No.	Answer	Number of Respondents	Percentage
1	Strongly Agree	25	25%
2	Agree	35	35%
3	Disagree	30	30%
4	Strongly Disagree	10	10%
	Total	100	100%

The above data shows that 60% of the applicants stated that the facilities provided were quite effective. However, with this, another 40% consider it ineffective. ZN explained that he felt the existing facilities were ineffective because some bathrooms were not functioning properly. Hence, he had to line up with other visitors for a longer time. As a service provider, the government should provide an opportunity for applicants to submit their criticisms and suggestions to improve the quality of service over time.

Skills Possessed by Employees of Government Agencies.

Proficiency is important for all employees of government agencies in providing administrative services. Moreover, with their habits, the Indonesian people will choose to ask anyone who is an officer who met without knowing their position and duties. So that an employee in the administrative services department must know the answers to frequently asked questions such as how to take care of permits, what conditions to submit an application, run out of this section to which part, how long is the time usually used and so on.

Suppose the employee is unable to answer validly. In that case, they will be considered a less reliable employee, and even this assessment is attached individually to the employee and the administrative service. Therefore, every employee must be able to adapt well so that their skills increase. Regarding this, the following data were obtained:

Table 4. Power of Ability or Proficiency Possessed by Effective Employees

No.	Answer	Number of Respondents	Percentage
1	Strongly Agree	15	15%
2	Agree	20	20%
3	Disagree	40	40%
4	Strongly Disagree	25	25%
	Total	100	100%

The data above shows that 35% think employees have better skills than previous years. Another 65% said they disagreed. ZN added that most people do not consider that the employees are reliable enough because they are not patient and painstaking in giving explanations so that the applicant feels dissatisfied, especially if the applicant has health problems such as hearing, then the employee will be considered unable to give a clear explanation.

To overcome this, the government can train employees to have patience and painstaking in providing services professionally by not bringing personal problems to work so that the whole community feels happy and happy because it is undeniable that the character of the applicant community is different.

Responsiveness

Responsiveness can also be called sensibility. Sensitivity is an important thing that administrative service employees must possess in supervising the various sutras that occur with various ages that clients have accompanied by their respective advantages and disadvantages. Regarding this aspect are known the following data:

Table 5. The Responsiveness of Administrative Agency Employees Is Quite Good

No.	Answer	Number of Respondents	Percentage
1	Strongly Agree	30	30%
2	Agree	20	20%
3	Disagree	30	30%
4	Strongly Disagree	20	20%
	Total	100	100%

The above data shows that 50% of the petitioners felt that all employees of the one-stop administrative service in the city of Y had good responsiveness where they did not allow the petitioners to wait for service for a long time for no reason, thus triggering a negative assessment from the petitioners. The observation results show that the one-stop administration service in city Y has used a combination of online and offline features so that young people can take a queue or do services with reservations online while older people who have difficulty using online applications will still be served with full offline and strive to be served in the shortest time.

Assurance of Certainty

It should be noted that differences in the background certainly influence various aspects of society such as work, place of residence, how to solve problems, and so on. Guarantees of certainty or insurance must be provided to applicants, such as certainty of service time, decency and the ability of employees to provide trust to the community as service users. Regarding this aspect obtained the following data:

Table 6. The Assurance Data Provided has been Good

No.	Answer	Number of Respondents	Percentage
1	Strongly Agree	20	20%
2	Agree	31	31%
3	Disagree	29	29%
4	Strongly Disagree	20	20%
	Total	100	100%

The data above shows that 51% of respondents admitted that the service insurance was quite good. In addition, an interview with YK said that with one-stop service guaranteed to be better, employees were also more friendly than the previous administrative services.

With a definite guarantee, the applicant community will feel calm and have an estimated administrative settlement.

Empathy

As a social makhluk, empathy must certainly be possessed to create harmony and mutual assistance and achieve goals effectively and efficiently because employees have high empathy for their colleagues and the clients they face (KBBI). The empathy provided by administrative service employees can be in the form of providing an understanding through pleasant words, a good attitude, understanding of the difficulties experienced by the applicant and so on so that the existence of one-stop administrative services helps the community. Regarding empathy obtained the following data:

Table 7. One-Stop Administrative Service Employee Empathy Level

No.	Answer	Number of Respondents	Percentage
1	Strongly Agree	20	20%
2	Agree	15	15%
3	Disagree	40	40%
4	Strongly Disagree	25	25%
	Total	100	100%

The data above shows that 35% of the public feels that employees have high empathy while the rest consider that they have not been given the assessment. However, after researching, it turns out that the average person who answers that they lack empathy is that those in their old age also have vision or hearing deficiencies. With this, each employee's empathy is the institution's responsibility to provide service training to anyone with any such to create the desired administrative services.

Regarding the effectiveness of one-stop administrative services, data was obtained that 30% of one-stop services have effectively improved the quality of administrative services compared to previous services. Therefore, the data shows that one-stop administrative services provide practical value for the community even though they have yet to show high value.

CONCLUSION

Satisfactory administrative service is a dream for the whole community, and this hope has not been fulfilled by all government agencies involved in public service. This is because the human resources owned by the institution still need to be improved in quality or quantity; there are unclear deadlines and inadequate infrastructure, so the community gives a negative assessment of administrative services. Moreover, regulation of the Minister of Home Affairs No. 24 of 2006 concerning PTSP has proven to reduce the effectiveness of administrative services even though it has remained the same.

Researchers advise the government to continue improving service quality quickly and responsively, which can be done through a strict recruitment process or various pieces of training held to improve self-quality. If this continues to be encouraged, the public's trust in the government will also increase.

REFERENCE

- Lift, Koko Mulyanti, et al. 2017. *Analysis of Population Administration Services at the Population and Civil Registration Service of Dairi Regency*. Journal of Public Administration 7(1): 33-48.
- Anisa, Dwi Lutfi Nur, et al. 2017. *Effectiveness of Community-Based One-Stop Integrated Services at the Ministry of Religious Affairs of Jombang Regency*. *Islan Journal of Educational Administration* 1(1): 84-111.
- Febliany, Imelda, et al. 2017. *The Effectiveness of One-Stop Integrated Services towards Investment Absorption in East Kalimantan (Study at the Regional Licensing and Investment Agency of East Kalimantan Province)*. Journal of Administrative Reform 2(3): 410-450.
- Fitriyansyah, Rizky, et akl. 2020. *Effectiveness of One-Stop Integrated Services in Improving the Quality of Public Services at the Aceh Province Investment and One-Stop Integrated Services Office*. *Visionary* 12(4): 685-694.
- Frans, Marsheila M, et al. 2022. *The Effectiveness of The Implementation of Licensing Services in the South Minahasa Regency (Study Of The Investment Office And One-Stop Integrated Services Of the South Minahasa Regency)*. Journal of Governance 2(1): 1-11.
- Ginting, Lia Melanie, et al. (2018). *Implementing Non-Licensing One-Stop Integrated Services Measured from Community Satisfaction Using Community Satisfaction Index*. *Responsive* 1(2): 45-55. *Responsive* 1(2): 45-55.
- Ningrum K. S., Berthanilla, R., & Sururi, A. (2020). One Stop Service Public Innovation in The Non TPI Class I Immigration Office, Serang City, Indonesia. *Indonesian Journal of Social Science Research*, 1 (1), 19 – 24. doi: 10.11594/ijssr.01.01.03
- Rahmawati, Zuriyah Evi and Itok Dwi Kurniawan. 2021. *Optimization of Population Administration Services through Village Counter Innovation in Karanglor Village, Manyara District, Wonogiri Regency*. Journal of Research Innovation 2(3): 931-936.

-
- Rudyansyah, Yurri Apriana, et al. 2021. *Quality of Population Administration Services During the Covid-19 Pandemic at the Population and Civil Registration Service*. Journal of Performance 18(4): 513-320.
- Rukayat, Y. (2017). *Quality of Public Services in the Field of Population Administration in Pasirjambu District*. Scientific Journal of Master of Administrative Sciences 2(11): 56–65.
- Salim & Haider. (2019). *Educational Research: Methods, Approaches, and Types (First Edition)*. Jakarta: Kencana.
- Saputra, Munir and A.H. Rahadian. 2018. *Analysis of the Effectiveness of District Integrated Administration Services (Paten) in Cimanggis District, Depok City*. Journal of Administrative Reform 5(1): 165-173