

**Public Service Quality in Population Administration Services**

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KeywordsService Quality, Public
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Administration Service**Abstract**

This study aimed to test the service quality of the independent variable, namely public services on the dependent variable, namely population administration services. The population in this study were all people who provided services in the sub-districts of Salatiga. The sampling technique in this study used incidental sampling. The number of samples in this study was obtained through calculations with the iteration formula and the number of samples who became respondents was 115 people. Data collection methods used questionnaires, observation, interviews and documentation. The data analysis technique used quantitative descriptive analysis with the index number formula. The results showed that the Total Index Average was 81.37%. The size of the average index number for each dimension, namely the tangible dimension (physical evidence) of 68.97%, reliability of 69.04%, responsiveness of 77.8%, assurance (guarantee) of 74, 25%, and empathy of 72.93%. The results of this study indicated that people who were visitors to the districts in the city of Salatiga had a moderate view of service quality. This was because the quality of sub-district services in Salatiga had not been maximized. Services in the sub-districts of Salatiga were in the medium category.

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INTRODUCTION

Reform and regional autonomy are, in essence, a comprehensive and gradual effort towards good governance, in which one of the dimensions of its success can be seen from the quality of services provided to the community (Dwimawati, 2004). Service is one of the important things and is used as the key to success in all service businesses and activities. There are several types of services carried out by an organization, both public and private, one of which is services that exist in government agencies. Public service is an effort carried out by a group or someone bureaucracy to provide assistance to society in order achieve a certain goal (Rukayat, 2018). Public service can be defined as the provision of serving the needs of people or communities who have an interest the organization is in accordance with the basic rules and procedures that have been set (Cahyadi, 2016).

The quality of public services has not met the expectations of society, meaning that the level of community satisfaction is still low, indicated by the many complaints against public service providers. Public service is anything that is done by an organization or agency as an effort to fulfill society. Services are carried out in accordance with statutory regulations with basic rules and procedures that have been determined by each organization or agency. One of the providers of public services is a government agency. According to Istianto (2019) public service is all forms of service activities carried out by an organization or individual in the form of goods and services to the community either individually or in groups or organizations. According to Mahmudi in Hardiyansyah (2018) public services that must be provided by the government can be classified into two main categories, namely basic needs services and public services. Services for basic needs include health, basic education, and basic necessities for the community, while public services include administrative services, goods services and services.

In the field of public services, government policies must be adjusted to the interests, desires,

hopes and demands of the community in order to fulfill all the rights and obligations of society as citizens in accordance with the prevailing laws and regulations because the state was founded by the public (society) with the aim of improving the welfare of the community itself. As an effort to improve service delivery, service quality cannot be assessed from the point of view of service provision but must be viewed from the point of view of service recipients. Parasuraman, Zeithml, and Berry in Tjiptono (2016) revealed that the quality of service depends on the ability of service providers to consistently meet service recipient expectations. In other words, if the service received or perceived (perceived service) is of quality in accordance with the needs expected by the community, the quality of the service is perceived to be good and satisfies the community, whereas if the service received is lower than the expected service, then the quality of service perceived negative or bad. The local government continuously strives to improve the quality of public services. Based on research by Supriadi (2012), it was concluded that there was an unsatisfactory quality of service due to a gap between the expectations of the community as service users and the value received by the community for these services was not balanced so that in this case community satisfaction is one that needs to be considered in improving service quality.

In improving public services, local governments are given the freedom to design and determine for themselves the types of services needed by the community. In improving the quality of service delivery in an organization, excellent service is needed. According to Achmad et al. (2012) stated that, "excellent service is a service that helps prepare (manage) what someone needs very well". From the quote above, it can be explained that the needs that a person expects, in this case the community who has received the service, can be met. So that excellent service is excellent service and exceeds customer expectations (Rahmayanti, 2013). In this case the expected service is quality service. Quality means satisfying to those served, both internally and externally (Hardiyansyah, 2018). That way, it is

expected to be able to provide excellent service quality to the local community.

The prime service quality referred to is the service that brings the government closer to the community. This is intended to identify and analyze various problems faced by the community which then creates an efficient service strategy. However, in practice, there are still deficiencies in public service delivery organizations in carrying out their duties and functions. One of the factors is the low quality of service. Sinambela (2014) argued that there are five indicators of public services, namely tangibles, reliability, responsiveness, assurance and empathy. Every indicator of public services that exist in these government agencies must be considered, because the existence of these public service indicators describes the perceptions of service users more precisely, so as to evaluate the quality of services they receive.

The first indicator is tangible or physical evidence relating to facilities, equipment and the physical appearance of the personnel. Based on research conducted by Sri Susanti (2020), Constraints in public services indicated that there was insufficient waiting space for people who would perform services. The number of seats available was 2 long chairs that could accommodate 8 visitors, while in fact the visitors who carried out the service simultaneously reached more than 10 people so that not a few people who were tired of standing waiting for their turn to be served by the District. The service room was 8x6 m² in size, in which there were 5 employees and their work desks, a service table with a waiting area for the community, and then there were 2 sets of tools for recording e-KTP data. In contrast to the research conducted by Abdul (2015) on the tangible indicators of infrastructure, in this case it was good enough but regarding the lack of facilities, for example a filing cabinet which functioned to store files and made it easier for employees to find files but files were stored. In the filing cabinet the arrangement was not neat and there were no rules in storage, so that when an employee needed the file / data, the employee had difficulty finding the file that would be needed. Good facilities and infrastructure are

needed so that people feel more satisfied with the services provided.

The second indicator is reliability, which is related to the company's ability to provide reliable and accurate services. Based on research conducted by Utami (2015), the lack of information received by the public about the product, terms and time of manufacture showed that sub-district employees had not provided clear and comprehensive information to the community, made it difficult for visitors who came. In contrast to research conducted by Suchatningsih (2009), the company's ability to provide reliable and accurate services was very good because all requirements and information had been shown on available charts or information boards.

The third indicator, responsiveness, is related to the company's desire to help consumers and provide fast and precise service. Based on research conducted by Susanti (2014) regarding administrative work that had not been carried out properly, namely the arrangement of archives in the service room, there was still an unorganized arrangement of archives in the archive cupboard. With a filing system that was not in accordance with the procedure it could make it difficult for service employees to serve because the search took a long time because the arrangement of records was not correct so that in serving the service became less fast because it was interrupted by searching old archives. In contrast to research conducted by Widodo (2015) regarding the company's ability to provide reliable and accurate services, it was very skilled and careful so that visitors who wanted to provide services did not take long.

The fourth indicator is assurance related to knowledge, courtesy, and the ability of employees to convey the truth and be convincing. Based on research conducted by Rahayu (2018), this unfriendliness was seen when employees who did not smile to service users, officers who chat with other officers who talked about problems that were not related to the services provided so that people who were receiving services were not served properly. In addition, the authors found an employee response that was not responsive to the

community who wanted to provide services and did not understand service procedures. Unresponsiveness greatly disturbed the quality of service felt by the people who came and wanted to get good service. In contrast to research conducted by Yusman (2018), the quality of public services was quite good with the public's response that they were satisfied with the services provided, the friendliness of employees in providing services and understanding what was needed by visitors.

Meanwhile, the fifth indicator is empathy which relates to the level of care and attention provided to visitors. In research conducted by the Center for Population and Policy Studies (PSKK) UGM with the Yogyakarta City Government, Blitar and Ambarawa, it was stated that citizens who used public services were not satisfied with the services provided by the government bureaucracy. This happened because all regulations and service systems were determined unilaterally by the government bureaucracy without asking or trying to understand the difficulties, hopes and aspirations of citizens for services that the citizens actually wanted.

The sub-district as a public service provider has the main task of assisting the Regent in administering governance, development and society in the sub-district and increasing the effectiveness of public services in the context of good governance and improving the quality of services in the form of services or licensing through transparency and standardization of services. As for the other duties of the sub-district, namely serving in terms of making Identity Cards (KTP), birth certificates, marriage certificates, land certificates, building permits (IMB), moving information, land, community logging permits, Police Notes (SKCK) , crowd permits, legalization of papers, and the family hope program. Good service to the community must be supported by employees who are reliable, competent, able to understand and be able to carry out their main duties and functions in accordance with the area of responsibility assigned to them.

The sub-district office must certainly have moral commitment and responsibility to the

community. The community certainly wants to get a good quality service from the government. Quality service or what is commonly referred to as excellent service is the best service that meets quality service standards. The city government of Salatiga as the implementer of regional development is demanded to be able to make quality improvements to improve services to the community through government institutions, especially those at the sub-district office in Salatiga City. The sub-district office in Salatiga City is an agency that more often provides services to the community because all matters relating to the completeness of documents for community life are carried out every day at the office. Residents are required to report population events and important events they have experienced to the implementing agency for population administration by fulfilling the necessary requirements in population registration and civil registration.

Based on preliminary observations made by researchers in 4 sub-districts in the City of Salatiga, namely Argomulyo District, Sidomukti District, Sidorejo District and Tingkir District, there were several problems related to the five dimensions of service quality. Paying attention to the importance of service in an organizational activity, it is not surprising that service problems receive great attention from the public and organizational management. Initial observations made by researchers on August 22nd and 23rd 2019 were by interviewing visitors, in this case the community who received services regarding the public's impression of the services that exist in Argomulyo District, Sidomukti District, Sidorejo District and Tingkir District. The problems that existed were based on interviewing informant one, constraints in service in Sidomukti Subdistrict such as lack of seating facilities in the waiting room, the requirements needed were still lacking, and queuing times during long service may be due to many visitors who needed services.

Furthermore, the researcher also interviewed the Head of the General Affairs and Personnel Division of Tingkir District, namely Mrs. Yuni Ari Yanti. From the results of the interview, there was some information on the

problems that the researcher obtained regarding the length of service, for example when the community took care of the National Identity Card (KTP). The community conveyed that the process of making a KTP was not in accordance with the supposed timeframe, which was five working days. The standard time given was five working days, but in fact the time needed to complete the making of KTP was approximately two weeks because the basic materials for making ID cards, such as cards / materials for making ID cards, had to wait for delivery from the head office which took time. That was the main factor that caused the time period for making the KTP to not match the time it should be, namely the issuance of the KTP was completed within 5 working days.

The problems that exist are based on interviews with the second informant, namely that there were employees in the Sidorejo District who were not friendly; this unfriendly employee was in the Service Section. Then based on interviews with the third informant, the problem was the lack of responsiveness of employees in responding to complaints or problems raised by the community. In this case, this happened in Tingkir Subdistrict due to the lack of service personnel so that other employees assumed their jobs. Furthermore, based on interviews with the fourth informant, the employees' lack of friendly service in Argomulyo

District made visitors less comfortable in carrying out services.

Then based on the observations of researchers, overall the existing facilities in the districts of Salatiga City were quite good and complete, but when visitors who needed services were busy, the seats were not sufficient to accommodate visitors who came. Furthermore, the time required in the service process still exceeded the SOP. Another problem encountered regarding administrative work that had not been carried out properly, namely the arrangement of the archives in the service room was still not neatly arranged in the archive cupboard. With a filing system that was not in accordance with the procedure it can make it difficult for service employees to serve because the search took a long time because the arrangement of records was not correct so that in serving the service becomes less fast because it was disturbed by the search for old archives. Ideally, in a service standard, it can be clearly seen that the legal basis, service requirements, service procedures, service time, cost of the complaint process, so that service officers understood what must be done when providing services. The following is the Standard Operating Procedure regarding the time required for employees to carry out services at the Sub-District Office in Salatiga City Number 067/174/2019 which is shown in table 1.

Table 1. Standard Operating Procedure (SOP) OPD Department of Population and Civil Registration Karanganyar Districts 2019

No	Kind of Services	Services time
1	Electronic Identity Card	35 Minutes
2	Family Card (new)	30 Minutes

No	Kind of Services	Services time
3	Child Identity Card (KIA)	30 Minutes
4	Moving Between Districts	25 Minutes
5	Moving between Country	25 Minutes
6	Moving between Sub-district	25 Minutes
7	Legalization	30 Minutes
8	Inheritance letter	30 Minutes
9	Quote C	30 Minutes
10	Divorce Paper	20 Minutes
11	Letter of Reference	20 Minutes
12	Marital Status Information	25 Minutes
13	Birth Certificate	30 Minutes
14	Death Certificate	30 Minutes
15	Marriage Certificate	30 Minutes
16	Divorce Certificate	35 Minutes
17	Building Permit	35 Minutes
18	Funeral Certificate	30 Minutes
19	Micro Business License	30 Minutes
20	Permit to Register a Tourism Business	30 Minutes

Source : secondary data processed, 2019

METHOD

This type of research used in this research was descriptive research with a quantitative approach. Researchers used descriptive research because the purpose of this study was to describe and explain the quality of public services in the field of population administration in the districts of Salatiga City. Sugiyono (2016) explains that descriptive research is research carried out to find out the value of independent variables, either only in one variable (independent variables) or more. The population in this study were visitors to the districts of Salatiga City with a sample size of 115 people who were calculated by using the iteration formula. The sampling technique used in this study was incidental sampling technique, namely sampling by means of anyone the researchers met in the sub-districts of the city of Salatiga. The method of data collection was carried out by means of a questionnaire, observation, interview and documentation. The data analysis method

used in this research was descriptive analysis with the index number formula, namely the results of the calculation of the index number then described according to the phenomena that occurred in the field.

RESULTS AND DISCUSSION

The results of descriptive analysis with the index number formula for the five dimensions used as assessment, namely tangible (physical evidence), reliability, responsiveness, assurance, and empathy showed in the high category because the calculation results all showed an average index score of 72.59%. The calculation was done by using the formula for the index number for each item in each dimension, then the average value was calculated and the results were described. The results of calculating each item in each dimension is explained as follows, namely the tangible dimensions (physical evidence) are presented in Table 2.

Table 2. Tangible Indicator Index (Physical Evidence)

No. Items	Deskription	Tangible Aspect/Physical Evidance (%)					Tangible Index
		1	2	3	4	5	
1	Employee Appearances	2,6	5,2	41,7	47	3,5	68,72
2	Service Room Condition	0,9	11,3	32,2	47	8,7	70,32
3	Cleanliness of office Space	0,9	5,2	44,3	46,1	3,5	69,22
4	Suitable Facilities	0,9	8,7	33	51,3	6,1	70,6
5	Quene Time	1,7	4,3	33,9	49,6	10,4	72,48
							58,1
Average Total Index Value							68,24

Source : primary data processed, 2020

Based on Table 2, the average index value for the tangible indicator was 68.24%, so the descriptive results for the tangible indicator were in the medium category. The comfort level of the service room owned by the Department of Population and Civil Registration of Karanganyar Regency obtained an index score of 68.72% which was included in the medium category. The level of cleanliness of the room owned by the Department of Population and Civil Registration of Karanganyar Regency obtained an index score of 70.32% which was included in the high category. The index value of each aspect showed 0.9% of the number of respondents, namely a visitor who answered very unclean, 11.3% of the number of respondents, 13 visitors answered not clean, 32.2% of the number of respondents, 37 visitors answered clean enough, and 47% of the total respondents, namely 54 visitors answered clean, and there were 8.7% of the total respondents, namely 10 visitors answered very clean. The parking area owned by the Department of Population and Civil Registration of Karanganyar Regency obtained an index score of 69.22% which was included in the medium category. The index value of each showed 0.9% of the number of respondents, namely 1 visitor answered very inadequate, 5.2% of the respondents, namely 6 visitors answered inadequate, and 44.3% of the respondents, namely 51 visitors answered quite adequate, 46.1% of the respondents, namely 53 visitors, answered that the parking area was adequate, and 3.5% of the respondents, namely 4 visitors, answered that the parking area of the Department of Population and Civil

Registration of Karanganyar Regency was very adequate.

The waiting room condition owned by the Department of Population and Civil Registration of Karanganyar Regency obtained an index score of 70.6% which was included in the high category. The index value of each aspect showed 0.9% of the number of respondents, namely 1 visitor answered that the condition of waiting room in the Department of Population and Civil Registration of Karanganyar Regency was very inadequate, 8.7% of the total respondents, namely 10 visitors answered inadequate, 33% of the number of respondents namely 38 visitors answered quite adequately, 51.3% of the total respondents, namely 59 visitors answered adequately, and 6.1% of the total respondents, namely 7 visitors answered very adequate. The level of discipline of employees at work of the Department of Population and Civil Registration of Karanganyar Regency obtained an index score of 72.48% which was included in the high category. The index value of each aspect showed 1.7% of the number of respondents, namely 2 visitors who answered very undisciplined, 4.3% of the number of respondents, namely 5 visitors answered undisciplined, 33.9% of the total respondents, namely 39 visitors answered sufficiently disciplined, 49.6% of the total respondents, namely 57 visitors answered discipline, and 10.4% of the total respondents, namely 12 visitors answered very disciplined.

The queue time during the service process at Department of Population and Civil Registration of Karanganyar Regency obtained an index score of 58.1% which was included in

the medium category. The index value of each aspect showed 7.8% of the number of respondents, namely 9 visitors answered very long, 20% of the number of respondents, namely 23 visitors answered long, 48.7% of the total respondents, namely 56 visitors answered long enough, 20.9% of the total respondents, namely

24 visitors answered quickly, and 2.6% of the total respondents, namely 3 visitors answered very quickly. On the dimension of reliability (responsiveness) the calculation results are presented in Table 3.

Table 3. Reliability Indicator Index

No. Items	Deskription	Reliability Aspect (%)					Reliability Index
		1	2	3	4	5	
1	Punctuality	0	13,9	47,8	33	5,2	65,84
2	Ease of service process	0	6,1	37,4	41,7	14,8	73,04
3	Service speed	0	11,3	51,3	32,2	5,2	66,26
4	Employee understanding	0	3,5	37,4	49,6	9,6	73,12
5	Ability to handle obstacles	0,9	7	46,1	42,6	3,5	68,22
6	Computer skills	0	5,2	39,1	49,6	6,1	71,32
Average Total Index Value							69,63

Source : primary data processed, 2020

Based on Table 3, the average total index value of the reliability indicator was 69.63%, so the descriptive results for the reliability indicator were included in the medium category. The punctuality in the service process at the Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 65.84% which was included in the medium category. The index value of each aspect showed 13.9% of the total respondents, namely 16 visitors answered not on time, 47.8% of the total respondents, namely 55 visitors answered fairly on time, 33% of the total respondents, namely 38 visitors answered correctly time, and 5.2% of the total respondents, namely 6 visitors answered very timely.

The level of ease of the service process at Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 73.04% which was included in the high category. The index value of each aspect showed 6.1% of the number of respondents, namely 7 visitors answered not easy, 37.4% of the total respondents, namely 43 visitors answered quite easily, 41.7% of the total respondents, namely 48 visitors answered easily, and 14.8% of the total respondents, namely 17 visitors answered very easily.

Service speed at Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 66.26% which was included in the high category. The index value of each aspect showed 11.3% of the total respondents, namely 13 visitors answered not quickly, 51.3% of the total respondents, namely 59 visitors answered fast enough, 32.2% of the total respondents, namely 37 visitors answered quickly, and 5.2% of the total respondents, namely 6 visitors answered very quickly. The understanding of employees in providing services in the Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 73.12% which was included in the high category. The index value of each aspect showed 3.5% of the number of respondents, namely 4 visitors who answered they did not understand, and 37.4% of the total respondents, namely 43 visitors answered quite understandably, 49.6% of the total respondents, namely 57 visitors answered understand, and 9.6% of the total respondents, namely 11 visitors, answered that they really understood.

The ability of employees in handling obstacles in the Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 68.22% which was included in the medium category. The index

value of each aspect showed 0.9% of the number of respondents, namely a visitor answered very poorly, 7% of the number of respondents, namely 8 visitors answered not capable, 46.1% of the total respondents, namely 53 visitors answered quite capable, 42.6% of the total respondents, namely 49 visitors answered capable, and 3.5% of the total respondents, namely 4 visitors answered very capable.

The skills of employees in using computers in the Department of Population and Civil Registration of Karanganyar Regency obtained an index score of 71.32% which was

included in the high category. The index value of each aspect showed 5.2% of the number of respondents, namely 6 visitors answered unskilled, 39.1% of the total respondents, namely 45 visitors answered quite skilled, 49.6% of the total respondents, namely 57 visitors answered skilled, and 6.1% of the total respondents, namely 7 visitors answered very skilled. In the responsiveness dimension (responsiveness) the calculation results are presented in Table 4.

Table 4. Responsiveness Indicator Index

No. Items	Deskription	<i>Responsiveness Aspect (%)</i>					<i>Responsiveness Index</i>
		1	2	3	4	5	
1	Employee alertness	0	7,8	47,8	40,9	3,5	68,02
2	Employees in helping	0,9	1,7	39,1	48,7	9,6	72,88
3	Willingness of employees	0,9	6,1	42,6	40,9	9,6	70,5
4	Suitability of handling Service satisfaction	0	3,5	42,6	47	7	71,56
5		0	7	42,6	41,7	8,7	70,42
6	Clarity of Information	0	4,3	42,6	46,1	7	71,16
Average Total Index Value						70,76	

Source : primary data processed, 2020

Based on Table 4, the average total index value of the responsiveness indicator was 70.76%, so the descriptive results for the responsiveness indicator were included in the high category. The alertness of employees in responding to visitor needs in the Department of Population and Civil Registration of Karanganyar Regency obtained an index score of 68.02% which was included in the medium category. The index value of each aspect showed 7.8% of the number of respondents, namely 9 visitors who were not alert, 47.8% of the number of respondents, namely 55 visitors who answered quite swiftly, 40.9% of the number of respondents, namely 47 visitors answered readily, and 3.5% of the total respondents, namely 4 visitors answered that employees in the Department of Population and Civil Registration of Karanganyar Regency were very alert in serving the needs of visitors.

Employees in helping visitors in the Department of Population and Civil

Registration of Karanganyar Regency obtained an index value of 72.88% which was included in the high category. The index value of each aspect showed 0.9% of the number of respondents, namely 1 visitor answered very unhelpful, 1.7% of the total respondents, namely 2 visitors answered not helping, 39.1% of the total respondents, namely 45 visitors answered quite helpful, 48.7% of the total respondents, namely 56 visitors answered helpful, and 9.6% of the total respondents, namely 11 visitors answered very helpful.

The willingness of employees to handle community problems in the Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 70.5% which was included in the high category. The index value of each aspect showed 0.9% of the number of respondents, namely 1 visitor answered very unwilling, 6.1% of the number of respondents, namely 7 visitors answered unwilling, 42.6% of the total

respondents, namely 49 visitors answered sufficient willing, 40.9% of the total respondents, namely 47 visitors answered willing, and 9.6% of the total respondents, namely 11 visitors answered very willing.

The appropriateness of the handling carried out by employees in the Department of Population and Civil Registration of Karanganyar Regency obtained an index score of 71.56% which was included in the high category. The index value of each aspect showed 3.5% of the number of respondents, namely 4 visitors answered inappropriate, 42.6% of the total respondents, namely 49 visitors answered quite accordingly, 47% of the total respondents, namely 54 visitors answered accordingly, and 7% of the total respondents, namely 8 visitors answered very accordingly.

The level of service satisfaction provided to the community obtained an index value of 70.42% which was included in the high

category. The index value of each aspect showed 7% of the total respondents, namely 8 visitors answered unsatisfied, 42.6% of the total respondents, namely 49 visitors answered quite satisfied, 41.7% of the total respondents, namely 48 visitors answered satisfied, and 8.7% of the total respondents, namely 10 visitors answered very satisfied. Clarity of information provided by employees to the public in the Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 71.16% which was included in the high category. The index value of each aspect showed 4.3% of the number of respondents, namely 5 visitors answered unclearly, 42.6% of the total respondents, namely 49 visitors answered quite clearly, 46.1% of the total respondents, namely 53 visitors answered clearly, and 7% of the total respondents, namely 8 visitors, answered very clearly. In the assurance dimension (guarantee) the calculation results are presented in Table 5.

Table 5. Assurance Indicator Index

No.	Deskription	Assurance Aspects (%)					Assurance Index
		1	2	3	4	5	
1	Mastery of information	0	5,2	39,1	47,8	7,8	71,58
2	Employee responsibility	0	4,3		45,2	8,7	71,60
3	Ability to overcome obstacles			41,7			
			5,2		39,1	2,6	67,46
		0,9		52,2			
4	The presence of employees	0	9,6	47	37,4	6,1	68,06
5	The sense of security provided by employees	0	2,6	44,3	45,2	7,8	71,58
6	Employee assertiveness	0	4,3		51,3	5,2	71,42
				39,1			
Average Total Index Value							70,28

Source : primary data processed, 2020

Based on Table 5, the average total index value of the assurance indicator was 70.28%, so the descriptive results for the assurance indicator were in the high category. Mastery of information in the Department of Population and Civil Registration of Karanganyar Regency regarding the service process obtained an index value of 71.58% which was included in the high category. The index value of each aspect showed 5.2% of the number of respondents, namely 6 visitors who answered not controlling, 39.1% of

the number of respondents, namely 45 visitors who answered sufficiently mastered, 47.8% of the number of respondents, namely 55 visitors answered employees Karanganyar controled the service process, and 7.8% of the total number of respondents, namely 9 visitors answered that employees really mastered the service process.

The responsibility of employees in providing services in the Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 71.60% which was included in the high

category. The index value of each aspect showed 4.3% of the number of respondents, namely 5 visitors who answered no responsibility, 41.7% of the The number of respondents, namely 48 visitors answered sufficiently responsibility, 45.2% of the total respondents, namely 52 visitors answered responsibility, and 8.7% of the total respondents, namely 10 visitors answered very responsibility. The sense of security provided by employees in providing services in the Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 71.58% which was included in the high category. The index value of each aspect showed 2.6% of the number of respondents, namely 3 visitors answered unable, 44.3% of the total respondents, namely 51 visitors answered quite capable, 45.2% of the total respondents, namely 52 visitors answered

capable, and 7.8% of the total respondents, namely 9 visitors answered very capable.

The assertiveness of employees in implementing regulations in the Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 71.42% which was included in the high category. The index value of each aspect showed 4.3% of the number of respondents, namely 5 visitors answered not firmly, 39.1% of the total respondents, namely 45 visitors answered quite firmly, 51.3% of the total respondents, namely 59 visitors answered firmly, and 5.2% of the total respondents, namely 6 visitors, answered that employees were very strict in implementing regulations. In the dimension of empathy, the calculation results are presented in Table 6.

Table 6. *Empathy Indicator Index*

No. Items	Deskription	<i>Empathy Aspects (%)</i>					<i>Empathy Index</i>
		1	2	3	4	5	
1	Employee understanding	0,9	7	48,7	35,7	7,8	68,56
2	Employee seriousness	0	6,1	38,3	48,7	7	71,38
3	Employee friendliness	0,9	5,2	48,7	39,1	6,1	68,86
4	Courtesy of employees	0,9	2,6	34,8	50,4	11,3	73,72
5	Employee Tolerance	0,9	3,5	47	44,3	4,3	69,52
6	Providing information	0	3,5	34,8	49,6	12,2	74,16
Average Total Index Value							71,03

Source : primary data processed, 2020

Based on Table 6 the average total index value of the empathy indicator was 71.03%, so the descriptive results for the empathy indicator were included in the high category. The understanding of employees regarding complaints or complaints from the public regarding the services they received obtained an index value of 68.56% which was included in the medium category. The index value of each aspect showed 0.9% of the number of respondents, namely a community who answered that they did not understand very much, 7% of the number of respondents, namely 8 people answered they did not understand, 48.7% of the number of respondents, namely 56 people answered quite understandably, 35.7% of the total respondents, namely 41 people

answered that they understood, and 7.8% of the number of respondents, namely 9 people answered very understandably.

The seriousness of employees in paying attention to the needs of the community in the Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 71.38% which was included in the high category. The index value of each aspect showed 6.1% of the number of respondents, namely 7 people answered no seriously, 38.3% of the total respondents, namely 44 people answered quite seriously, 48.7% of the total respondents, namely 56 people answered seriously, and 7% of the total respondents, namely 8 people answered very seriously. The friendliness of employees in

serving the community in the Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 68.86% which was included in the high category. The index value of each aspect showed 0.9% of the number of respondents, namely a community who answered that they were never friendly, 5.2% of the number of respondents, namely 6 people answered not friendly. 48.7% of the total respondents, namely 56 people answered quite friendly, 39.1% of the total respondents, namely 45 people answered friendly, and 6.1% of the total respondents, namely 7 people answered always friendly.

The courtesy of employees in serving the community in the Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 73.72% which was included in the high category. The index value of each aspect showed 0.9% of the number of respondents, namely a community who answered very disrespectfully, 2.6% of the number of respondents, namely 3 people answered impolite, 34.8% of the number of respondents, namely 40 people answered quite polite, 50.4% of the total respondents, namely 58 people answered politely, and 11.3% of the number of respondents, namely 13 people answered very politely.

The tolerant attitude of employees when there was a complaint made by the community during the service process in the Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 69.52% which was included in the high category. The index value of each aspect showed 0.9% of the number of respondents, namely a community who answered very intolerant, 3.5% of the number of respondents, namely 4 people answered intolerant, 47% of the number of respondents, namely 54 people answered quite tolerant, 44.3% of the total respondents, namely 51 people answered tolerant, and 4.3% of the number of respondents, namely 5 people answered very tolerant.

Providing information to the public regarding services in the Department of Population and Civil Registration of Karanganyar Regency obtained an index value of 74.16% which was included in the high

category. The index value of each aspect showed 3.5% of the number of respondents, namely 4 people answered that they had provided information, 34.8% of the number of respondents, namely 40 people answered that it was enough to provide information, 49.6% of the number of respondents, namely 57 people answered providing information, and 12.2% of the total respondents, namely 14 people answered always providing information. Based on the description of each dimension, the results of the descriptive analysis of the service quality variables at Department of Population and Civil Registration of Karanganyar Regency can be seen in Table 7.

Table 7. Service Quality Variable Index Value

No.	Excellent Service Variable Indicators	Quality Index %
1	<i>Tangible</i>	68,24
2	<i>Reliability</i>	69,63
3	<i>Responsiveness</i>	70,76
4	<i>Assurance</i>	70,28
5	<i>Emphaty</i>	71,03
Total Index Average		69,99

Source : primary data processed, 2020

Based on Table 7, the average total index value of the service quality variable was 69.99%, so the descriptive analysis results for the research variables were included in the medium category, this was supported by Fitriyani research (2018) which showed that the average student perception of service quality obtained an index score of 67.08% which showed that students who were visitors to the UNNES Library had moderate perceptions about service quality judged on physical evidence, reliability, responsiveness, assurance, and empathy.

CONCLUSION

Based on the results of research and discussion that has been described regarding the quality of public services in the field of population administration in sub-districts throughout the city of Salatiga, it can be concluded that the average total index value was

in the high category. This can be seen in the tangible aspect (physical evidence), people perceived long queuing times. In the aspect of reliability, the community perceived the timeliness of employees in completing tasks, sometimes there were still jobs that were not in accordance with the time specified in the SOP, such as the time for completion of work can be delayed from the predetermined time. In the aspect of responsiveness, the community perceived Subdistrict employees in the City of Salatiga in terms of being responsive to community needs, but there were still employees who were not responsive to community needs so that people were still confused in solving their affairs. In the aspect of assurance (guarantee), the community perceived Sub-district employees in Salatiga City in overcoming obstacles when the service process had not been fully completed, so that some visitors who carried out certain services are asked to come back the next day. In the empathy aspect, the community complains about the Field Work Practice officers who did not understand community complaints or problems.

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