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Improving the Quality of Public Services: Study of Implementation of Minimum Service Standards (SPM)

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Abstract. In particular, when it comes to providing fundamental services to the populace, minimum service standards are well-positioned to address significant challenges in the implementation of regional or local administration. With actions chosen by the government, Minimum Service Standards (Generally known as SPM) implementation must ensure that the general public has access to essential services from regional or local governments. The goal of this research is to describe how SPM was used to raise the standard of public services in Coppo Tompong Village. The methodology in this study is qualitative. data gathering through observation, discussion, and documentation. Analyses of descriptive and qualitative data were employed. The study's findings indicate that while things have been going well, there is still room for improvement in terms of facilities and infrastructure due to poor management and budgetary allocations for unplanned natural catastrophes, including Covid-19. In accordance with the author's findings, more infrastructure and facilities need to be acquired in order to assist enhancing the quality of service in the Mandalle sub-district village of Coppo Tompong.

Keywords: Service; Service Quality; SPM

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INTRODUCTION

The provision of services to the general public by the state, aimed at meeting the fundamental needs and civil liberties of all citizens in relation to goods, services, and administrative functions, is a responsibility that is discharged by service providers to the wider populace. (Roudo, 2008; Indiahono, 2012). This is clear from the many complaints and grievances from the general public, both directly and through the media. These include: complicated procedures, uncertain time frames for completion, costs to be incurred, unclear requirements, less sensitive agents, and so on. So that it gives a bad impression of the national, regional, city/district, and even village levels of government. So, there needs to be a set of basic service standards so that the government can become a standard or point of reference when it comes to helping the people (Sinambela, 2014).

Regional or city/district governments cannot neglect the importance of providing service to the general public as one of the major jobs since failing to do so would result in the service

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component becoming stagnant. It is almost probable that every industry, including proper planning and even all of the ones that develop service norms, will have some kind of effect on traffic congestion. Also to the general public in accordance with the power that the national government has delegated to the various regional, municipal, and county governments (Indiahono, 2012).

Services rendered to citizens by state institutions (including national, provincial, district, municipal, and local governments) in their capacity as public workers. Public service's importance has risen to the forefront as a means of enhancing the efficiency of local governments in the modern era of decentralization. For the convenience of the public at large, public service facilities should be located in close proximity to residents (Mukarom, 2015). As one of the primary duties, the provision of services to the general populace is to be implemented. The responsibility of carrying out public administration, which falls on the shoulders of the machinery of the government. The efficiency with which the government's bureaucracy operates is reflected in the level of service provided to the general people. It is possible to feel the complexity of planning and requirements in many areas, but this is especially true in the field of providing services to the general public. It is imperative that services provided by the machinery of government inspire accountability and rejuvenation. More specifically, it is essential that each government agency have its own strategic plan. The District/City Regional Work Unit Strategic Plan (SKPD) that has been crafted for each region or city/district details the minimum service criteria that must be met (Surjadi, 2014).

Chapter I of the General Provisions regulates the minimum service requirements that must be met. A provision about the kind and quality of fundamental services, which are obligatory government responsibilities that every citizen is entitled to receive at the very least, can be found in Article 1 paragraph (17) of Law no. 23 of 2014, concerning Autonomous Government. This provision was written in reference to the fact that basic services are mandatory government responsibilities (Peraturan, 2017). When it comes to the implementation of regional or city/district government, especially when it comes to the execution of fundamental services that lead to the provision of excellent services for the public, SPM is in a position to provide key answers to crucial problems. The objective of the state, which is guaranteed by the constitution, is to look out for the welfare of the people (Hardiansyah, 2015). The public's access to essential services provided by county, municipal, or district governments is essential to the successful rollout of SPM. Article 4 of Ministerial Regulation No. 6 of 2007 states that all people have the right to acquire, at a minimum, fundamental services as part of the fulfilment of statutory tasks and are

extremely basic services. Constitutional and international law mandate its release; full statistics and information back it up; and it yields no tangible benefits (Peraturan Menteri Dalam Negeri, 2015).

The Coppo Tompong village government, which is based in the Mandalle sub-district of the Pangkep regency and which plays a leading role in providing basic services to the local community as evidenced by the aforementioned observation results, will interact with and provide direct services to the general public. Wardani, Rizki, (2020) has done prior study in this area. Realizing community well-being via implementation of the district of Magelang's minimum health service standard policy for 2017-2019. The study found that researchers used Edward III Theory when implementing the Health MSS policy, namely with regard to the Communication, Resources, Attitude, and Bureaucratic Structure aspects. The absence of Disposition Aspects (commitment) from Health MSS Executors and the lack of Resources Aspects (HR, Budget, facilities) have impacted the performance of the 2017-2019 Magelang Regency Health MSS, which has 12 indicators that are not completed 100% yearly.

Several problems were found, such as: Services provided by village officials are relatively slow for the general public. This can be seen from the lack of village officials who are able to operate computers so that services are very slow; Next, unclear service time. There is no Standard Operating Procedure seen in the office in terms of clarity on service time, and the last, the attitude of the apparatus in providing services is still classified as not good, there are still practices of collusion and nepotism being carried out. Referring to the service conditions in the village of Coppo Dalam, it is necessary to conduct research related to improving the quality of services in the village by implementing MSS in Coppo Tompong Village, Mandalle District, Pangkep Regency.

METHODS

Qualitative and descriptive methodologies were used in this investigation. In qualitative research, researchers rely on participants' own words and a variety of non-invasive techniques to get to the bottom of a phenomenon (Moleong, 2018). Neumann, R. defines descriptive research as an approach that provides a clear description of social settings and interpersonal connections. Starting with a set of questions about the subject at hand, descriptive research elaborates on those questions by answering them. This study thus aims to address issues that arise in practice. In order to better comprehend the Quality of Public Services in the Implementation of Minimum Service Standards (SPM), researchers opted for a descriptive study.

Research for this study relied on a documentation review, which entailed reading and compiling information from a wide variety of sources (including but not limited to papers, journal articles, books, news, and internet searches) to learn more about the issue at hand. In-depth interviews with the Village Head, Village Staff, and Community were undertaken by the researchers to round out the data. The interview process followed the established norms. Three levels of simplification (reduction) were used to the analysis. collection, presentation, and analysis of information. After amassing information from diverse resources including books, journals, and articles, researchers will sort useful information from irrelevant information. The objective is for researchers to just pay attention to information that is directly relevant to their study. After the data has been organized, it is read many times and questions related to the topic under study are compiled. Key informants are interviewed, and their responses, together with categorized data, are compared to the underlying hypothesis. The analysis of the data will be completed next by the researcher.

RESULTS AND DISCUSSION

The following is the implementation of minimum service standards (SPM) at the Coppo Tompong village office, Mandalle District, Pangkep Regency. Referring to the research results, it can be described as follows:

Service Procedure

According to the findings of the research, the service method, which is comprised of the phases and the service schedule that has been established by the service provider, is sufficient. This is demonstrable by looking at the many stages that Aparell de la Vila makes available to the general public in terms of the services that are offered. On the other hand, there are still members of the community who are unaware of the processes involved in delivering services and have a negative perception of the services available at the village office. This is due to the fact that there is still a lack of community knowledge. This aligns with the viewpoint expressed by Ratminto (2016), which states that "Service procedures, namely the ease of service steps provided to the community in terms of the simplicity of the service flow"

According to Marsy Maringgan (2004), the service processes, which are comprised of indicators of phases and service schedules, that are offered to the community are of a very high quality. To this point, the Apparatus has offered explanations about the stages of service; but, on the other hand, the general public does not always comprehend the explanations that are offered by the Apparatus. This is due to the fact that there is still a negative image attached to the

services offered at the village office, which appear to be confusing. In the meanwhile, with reference to the principle that service processes need to bring comfort to the community, it is conceivable to realize the application of minimal service standards in this scenario.

Service Completion Time

According to the findings of the interviews conducted on the timeliness of finishing the service, the timeliness of waiting for the service, and sooner or later the service offered by the apparatus is fairly excellent. This can be observed from the fact that the opportunity for services varies depending on the number of people that are there. To his location or not, then, the speed with which service is provided will depend on whether or not the Village Head is there, and vice versa. This is in accordance with the statement that states, "The time of implementation of services relates to the period and speed of a service to the public at large from the end or fulfillment of technical or administrative requirements to the end of a process on duty."

The research conducted by the author demonstrates that the turnaround time for this service is fairly good. This is demonstrated by the efforts made by village authorities to always finish work as fast as possible so that neighbors do not have to wait for an excessive amount of time. While referring to the idea that the services that are offered need to be in harmony with the conditions and the rate at which a service is completed. This is what has an impact on whether or not the minimal service standards can be implemented successfully.

Service Fee

In reference to the findings of the study, service rates that include clarity and specifics of service rates to be disclosed as well as cheap service rates are considered to be beneficial. This is because there are no restrictions that mandate inhabitants of the village pay service fees to the municipality. According to Sedarmayanti (2010), the dimensions related with service charges are fairly excellent. This is in accordance with the author's perspective. According to the legislation, there is no charge for providing the service. In this instance, the equipment has demonstrated that it is in compliance with the relevant rules and regulations. The establishment of minimal service standards is a goal that can be accomplished within the scope of this dimension.

Service Products

Based on the findings of the study, it is possible to draw the conclusion that service products include the community's contentment with the services for which they were paid, the community's receipt of the expected service, and the provision of services by village authorities. This is in conjunction with that Mukarom (2015) including the phrase "Services such as providing services

or fulfilling the needs of individuals or other organizations with an interest in the basic rules and procedures established and aiming to satisfy service recipients"

According to the findings of the interview conducted by the author, the indication of community satisfaction with the services that are offered is one that is seen as being pretty positive on the service product dimension. This can be observed by the services that are supplied by the equipment, which nearly offer the community a sense of pleasure for a job well done. According to Hardiansyah (2011), "public service" can be defined as "the provision of services or serving the needs of people or communities and/or other organizations that have an interest in the organization, in accordance with the main rules and procedures determined and intended to provide satisfaction to the recipient service." This view is supported by the fact that what we have here is consistent with what Hardiansyah (2011) has stated.

Facilities and Infrastructure

Findings from interviews with the authors demonstrate that current infrastructure is conducive to introducing service minimums. It is there and serves a purpose to make things easier for service providers and their customers. Facilities and infrastructure in a public service are media that must be fulfilled adequately in order for the organization to realize its goals, which is in accordance with the view of Siagian (2010). It is evident that subpar infrastructure and facilities may have a negative impact on the quality of public service.

Based on his findings, the author concludes that the service desk is inadequately organized due to poorly planned rooms, but the execution of amenities and infrastructure is fairly effective. Because of this problem, any effort to enforce community-wide minimum service standards would be fruitless. We all know that having the right infrastructure in place will make providing service much easier.

Competency of Service Provider Officers

The findings of interviews connected to service providers in the process of delivering services to them are pretty positive, despite the fact that there is room for certain modifications and alterations to be made. This is in agreement with what Surjadi has stated previously (Surjadi, 2014) According to the regulation, "The competence of service delivery officers must be properly determined with reference to the knowledge, experience, skills, attitudes, and behaviors required." According to Wijaya Laksana (2015), competent service providers show respect for their customers by being courteous, pleasant, alert, disciplined, and welcoming. There is a high level of expertise among service providers who work in the community. Because of this, the minimal service level may be put into practice.

CONCLUSION

The authors reach the conclusion that the implementation of minimum service standards in the village of Coppo Tompong, located in the Mandalle District of the Pangkep Regency, has been going well, but the improvement of facilities and infrastructure is still constrained by a lack of management. This information is based on the findings of research that was conducted through observation and interviews on the subject. in addition to reallocating funds to account for unforeseen natural calamities, namely Covid-19. Referring to the findings of the author's observations, it is clear that Coppo Tompong Village, located in Mandalle District, Pangkep Regency, still has a long way to go before it can reach the level of service quality that is desired. As a consequence, there is an ongoing need to enhance and expand the acquisition of the essential facilities and infrastructure.

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