

The realizing good governance through integrated services in the era of society 5.0

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ABSTRACT

Administrative services that often occur are considered low quality due to a lack of human resources, unclear time certainty, and inadequate infrastructure, thus giving a lousy 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 a level of value 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, a questionnaire was distributed to 100 respondents 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. A country can gain knowledge, prepare for the future, and self-actualize its citizens from the competency perspective.

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Introduction

Good administrative services, dexterous, painstaking, and fast are the wishes of most Indonesian people (Lutfi et al., 2019), especially since this country has a dense population (Angkat et al., 2018). If the service is not dexterous and fast, it will take a long time, even though it only takes care of one document.

In the era of Society 5.0, administrative services are increasingly under pressure to perform well because in the era of Society 5.0, the concept of society is human-centered and technology-based. Yang et al., (2022) state that abundant technology will lead to competition that drives technological progress. In administrative services, of course, in the Society 5.0 era, people will be able to solve various challenges and social problems by utilizing various innovations born in the 4.0 industrial revolution era to improve their quality of life.

Society 5.0 is characterized by the need for a higher balance between technology and human values (Panizzon & Barcellos, 2020). In administrative services related to good governance in the era of society 5.0, it is good if it fulfils several principles of public interest, legal certainty, equality of rights, the balance of rights and obligations, professional, participatory, equal treatment/discriminatory action, and openness.

The essence of public service is the provision of excellent service to the community, which is the embodiment of the obligations of government officials as public servants. Cabalquinto & Büscher (2022) states that the service concept will be networked and more integrated into the era of Society 5.0. In good governance, of course, this is one of the government's efforts to improve and improve public services in the context of bureaucratic reform.

Various things can be done in integrated services to realize good governance in the era of Society 5.0, namely Adaptive, Integrity, and High Performance. Muchabaiwa & Chauraya (2022) stated that building an innovation center can operationalize the educational framework in the era of Society 5.0. In integrated services, it is appropriate to carry out bureaucratic reform because it is one way to realize good governance. Integrated services in the era of society 5.0 embody the three principles of good governance: participation, transparency, and accountability in government practice. In the Implementation of Integrated Services, licensing is an activity whose management process starts from the application stage to the issuance stage of the document being served through one door and carried out in one place.

The administration is important for the community, such as family administration, licensing, and so on, which still tend to be complex, long, and not thorough, so they must 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 (Ginting et al., 2019).

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 must 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, 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 (Rudiansyah 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 Satu Pintu (PTSP); where this regulation creates a new system to improve the quality of public services through one-stop channels (Febliyani, Imelda 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 PTSP line in administrative services for the community has yet to be studied, 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 points in providing administrative services for the community through a one-stop channel or system.

Method

This research uses a descriptive quantitative type of research with a data collection method through observation, documentation interviews, and dissemination of questionnaires through Google Forms to 100 applicants who visited the one-stop city administration service Y. After the data is collected, a detailed data analysis will be carried out so that the research results are obtained which are then presented in this study without any engineering. The measurement scale used to analyze the questionnaire uses the Likert scale. The data from the survey are then interpreted and analyzed to find the true meaning of public service.

Result and Discussion

One-stop administrative services, or what is commonly referred to as one-stop integrated service (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 (Rukayat, 2017).

Before discussing further, the results of this study, several things need to be known first. *First*, effectiveness. Effectiveness is a goal or ideal achieved by an organization or institution (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 (Saputra & 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 (Rahmawati & Kurniawan, 2021). This service is not only offered once or twice but continues to be carried out continuously and thoroughly. If the theory is applied, it is expected to create compelling services and efficiency as expected by the community. Regarding the effectiveness of the service obtained, the following results.

1. 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 pretty 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 constantly 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 1
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 useless because some bathrooms were not functioning properly. Hence, he had to line up with other visitors for a longer time.

In Integrated Services, services that are designed to be carried out in one place or room combine several types of services. Zaluchu (2022) stated that due to a shift from a particular traditional perspective, digital presence would continue to support the organizers' work unit to provide services together starting from the process.

The interviews with department heads or agencies show that the facilities provided are always updated, such as adding waiting chairs, picking up online queues, and so on, to minimize community disappointment. Frank (2008) states that increasing emphasis on accountability and performance appraisal is important in the service mission. Then the increase in responsibility for service delivery will be good.

The performance of government agencies, in general, can be seen from five aspects: quality of work, productivity, knowledge, discipline, and user satisfaction in using government services. Fashoyin (2008) states that if the developing approach to dispute management in public services needs public policy encouragement. The results of interviews with department heads or agencies show that several things that include accountability are results-oriented relationships, so providing services requires reports, Accountability requires consequences, and Accountability improves performance.

In Integrated Services, there is full responsibility for thoughts, actions, ways of working, and every decision made in the workplace. James & Wilson (2010) stated that the system for assessing the comparative performance of organizations that provide public services is increasingly evident across service sectors and jurisdictions. Then in public services, always being transparent about all things is one of the inclusions in the accountability system. Ensuring the consistent use of resources based on the prevailing laws and regulations is important. Donders & Pauwels (2008) stated that the impact of state policies on public services in the digital era is all things that touch the issue of

digitization. In this case, public services show the achievement of the goals and targets that have been set, namely accountability oriented to the organization's vision, mission, results, and benefits.

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.

2. 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 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 apply, run out of this section to which part, how long 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 2
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 in previous years. Another 65% said they disagreed. ZN added that most people do not consider the employees reliable enough because they are not patient and painstaking in giving explanations, so the applicant feels dissatisfied, especially if the applicant has health problems such as hearing, then the employee will be considered unable to provide 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.

3. 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 3
The Responsiveness of Administrative Agency Employees Is Quite Good

No.	Answer	Number of Respondents	Percentage (%)
1	Strongly Agree	30	30%
2	Agree	20	20%

No.	Answer	Number of Respondents	Percentage (%)
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.

4. 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, etc. Guarantees of certainty or insurance must be provided to applicants, such as certainty of service time, decency, and the ability of employees to give trust to the community as service users. Regarding this aspect obtained the following data:

Table 4
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 35% of the public feels that employees have high empathy, while the rest consider that they have not been given the assessment. However, after research, 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.

Public service requires an open, friendly environment (Bonet et al., 2011). However, empathy works in public services, of course, as the ability to understand feelings at work, not just communicating. However, to understand the perspective of empathy, namely the ability to play an important role in building and maintaining relationships between human beings in public service. In public service, the field of work will make someone do it wholeheartedly. Lundy (2013) states that an attractive leadership style reduces resistance to change. In public services, work or work is to earn more than an income but also includes goals and related aspects that need to be considered.

Many employees have difficulty getting through the workday. Fuhrel-Forbis et al. (2009) stated that to help policymakers, it is necessary to inform decisions in the focus of work. In several public services it is known that by paying attention to various aspects, public services will be appropriate to interests, talents, and abilities.

One of the best ways to find excellence and interest in public service is to follow the important factors. Giaouque et al. (2011) stated that public service is a relevant construct for practitioners and can be used to assess better whether public agents are motivated by values. In public services, job stability is one aspect that is no less important in choosing a job, even though the industry is not necessarily able to survive in the long term.

Employees will spend almost half the day at work. It could even be more, plus the duration of the trip and the traffic jams that sometimes occur. Weekends are not necessarily holidays; sometimes, I can't refuse overtime calls. Mjøs (2011) states that public service institutions form cross-border partnerships to secure factual programs and develop globalization and transformation in all media services sectors.

If you work to network as much as possible, both with colleagues at work and when you are dispatched to work outside the area, it helps you in your career, and many other positive benefits can be taken. WarD (2003) stated that in public service, the approach could describe a more mature understanding of the problem of state aid in public service institutions. In public services, it must be recognized that work comfort is one of the essential factors in the success of individuals and organizations. It can be ensured that successful individuals must feel comfortable carrying out the work as expected or even exceeding their personal and organizational expectations. Along with that, it's the same with an organization. Organizations that can create a sense of comfort for members of their organization or their workers, of course, the performance of the organization will be much better.

In applying knowledge, social psychology helps to better understand social psychological concepts and theories (Koch & Lomore, 2009). In public services, defining a sense of comfort at work is correlated when a feeling of enthusiasm and enjoyment of every process in work, no matter how hard the work and no matter how big the challenges of the job appear in every job that is done.

In achieving a more prosperous life in the administrative environment, work motivation is needed and can make motivation a necessity to work. Wallace, M., & Tomlinson, M. (2010) state that a generic conceptualization is developed from the evolutionary relationship between leader activity and context, informed by structuration theory. Success can be achieved by honing the following three things: skill, knowledge, and attitude. Skills and knowledge are components that you can develop by reading a lot, studying a lot, and practicing. However, attitude is the most critical component in shaping your character. Of course, a good attitude can be learned and practiced.

Public services can reflect the company's product and brand image. Podkalicka (2008) states that there is a possibility of thinking that diversity and communication that requires mutual clarity. Of course, public service will affect the company's image in the eyes of its partners or clients. Thus, the company does not only assess employees in terms of performance but also on their attitude. Companies will retain more employees with a good attitude compared to those who perform well but have a bad mood.

Every job has its challenges, obstacles, and difficulties. Often this is one factor that makes a person feel very tired so that a job cannot be done quickly and is time-consuming. Born, G. (2003) states that if the importance of centrality in strategic thinking is projected based on the key phases in its changing position, it provides a critical evaluation of the channel's current state and the contradictions arising from commercialization and diversification, one with broader implications. In public services, people often show satisfaction in work, organization, and life.

Public services in the 5.0 era must keep up with technological advances that require the government to innovate in digital-based public services. Hidayah et al. (2020) stated that in the digital

era, there are various challenges. In public services, public service technology must be optimal and can have a positive impact on people's welfare.

Public services in the 5.0 era need input from the government, industry, and academia. (Hansen et al. (2013) stated that the implementation of the New Public Management significantly changed the Public Service Offers of top civil servants and, consequently, their capacity to achieve inter-departmental coordination. In this case, supporting factors in the welfare of the community, public service is one of the main factors in supporting the era of Society 5.0.

Optimal public services present several innovations that make it easier for the public to manage administration. Kim et al. (2022) stated that the introduction of Public Administration effectively increases knowledge about public services. From this, it can be understood that the renewal of public services in the 5.0 era is an uncomplicated administrative management bureaucracy.

The purpose of providing quality public services is to give satisfaction and happiness for the community. Moon et al. (2014) state that public administration has developed rapidly in recent decades but requires a better thematic and methodological balance and a balance between theoretical and prescriptive studies. From this, the various challenges faced by all stakeholders in moving towards Society 5.0 provide opportunities for all levels of society to provide better service solution innovations.

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 deliver high value.

Conclusion

From the research data, it can be concluded that realizing good governance through integrated services in the era of society 5.0 is to find out innovations from public services that prioritize community satisfaction. Society 5.0 focuses on creativity that is human-centered. Services in the era of society 5.0 are that competency development becomes a necessity in facing the development of a new generation, so the bureaucracy must be able to adapt and adapt to changes.

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, the 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.

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