



## Public Service Standards in The City's Labor Department Makassar City

Sitti Hardiyanti Arhas<sup>1</sup>, Risma Niswaty<sup>2</sup>, Suprianto<sup>3</sup>, Jamaluddin<sup>1</sup>

<sup>1</sup>Office Administration Management, Universitas Negeri Makassar, Indonesia

<sup>2</sup>Public Administration Science Postgraduate Program, Universitas Negeri Makassar, Indonesia

<sup>3</sup>Guidance and Counseling, Universitas Borneo Tarakan, Indonesia

### ARTICLE INFO

*Article history:*

Received 30 September 2021

Received in revised form 07 March 2022

Accepted 14 July 2022

### ABSTRACT

Improving the quality of public services and people feeling satisfied with these services is the goal of bureaucratic reforms carried out by the government. This study aims to provide an in-depth overview of public services at the Makassar City Manpower Office. The data obtained are analyzed by the stages of data condensation, data presentation and concluding. Based on the results of the study that overall public services in the Makassar City Manpower Office are good, this is characterized by service requirements that are easy to be met by the community. Fairly clear systems, mechanisms, and procedures. The quality of the products offered is in accordance with the main duties and functions of the Makassar City Manpower Office. The completion period is quite good but sometimes the service exceeds the predetermined SOP. The service fee is not there or free, the recipient of the service only charges the doubling money. The results of this study are useful as input for the Manpower Office to continue to make improvements in providing services to the community such as continuing to update the official homepage owned, so that the public is easy to access information without having to go to the Makassar City Manpower Office.

*Keyword:*

Service, jobseeker,  
standars, public  
services

### INTRODUCTION

Public service basically involves a comprehensive aspect of life. Service is significant and must be provided by the government which acts as a servant of the state and public servant. The orientation of public services is to the public or the people, so the government tries in such a way to provide the best service to realize good governance (Arhas, Suprianto, et al., 2022; Dewi & Kurniawan, 2019).

<sup>1</sup> [hardiyantiarhas@unm.ac.id](mailto:hardiyantiarhas@unm.ac.id)

Service is an activity whose nature is to serve either in the form of goods or service s(Irawati, 2015). By providing public services that are in line with expectations, the community can feel satisfied with the work they receive. In service delivery, service quality and standards are important in measuring community satisfaction in services at companies or government agencies. Improving the quality of public services is inseparable from the implementation strategy and public service policies (Hasyim et al., 2021; Setyawati et al., 2019). In the PANRB ministry, the product of public service policies is a manifestation of the implementation of the mandate in Law No. 25 of 2009, concerning public services, including the need to implement public service standards and service announcements. The improvement of public services is one of the important points of the overall administrative reform. With the implementation of good service standards, it will also have a good impact on service quality. With the quality of services provided, it can be seen how far the influence of satisfaction from justice seekers/the community on the services received (Ayu et al., 2019; Rengifurwarin et al., 2018).

Public services are the most visible benchmark for government performance (Arhas, Khatami, et al., 2022; Niswaty et al., 2020; Rahman et al., 2022). The public can directly assess the government's performance based on the services received because the quality of services is the need of many people and the impact is felt directly by all circles of society, especially service users.

Improving the quality of public services and the public feeling satisfaction with these services is the ultimate goal of bureaucratic reform carried out by the government(Nur & Seran, 2019; Sulanjari, 2020). This achievement is a medium-term and long-term goal. Therefore, all Ministries, Institutions and local governments have clear achievement targets every year.

There are 14 elements of service standards in Law Number 25 of 2009 concerning public services, but there are 5 elements that will be used, namely: 1) Requirements, 2) Systems, Mechanisms, and Procedures; 3) Service Products; 4) Completion period, and 5) Fees.

## **METHODS**

The type of research used to answer research questions is qualitative research. The focus of the research focuses on the elements of public service standards at the Makassar City Manpower Office. The informants in this study were 5 people, 3 from Makassar City Manpower Office employees and 2 from the service recipient community. Data analysis techniques used interactive models starting from data collection carried out by conducting interviews with selected speakers, data condensation is carried out by simplifying the interview results, abstracting data and transforming data into brief descriptions so that the data becomes clearer, data presentation by organizing, and stating data capable of aid in understanding what is happening and conclusions/ verification out to finalize the results of the study (Miles et al., 2014).

## **RESULT AND DISCUSSIONS**

### **Requirements**

Requirements are terms that must be met in managing types of services, both technical and administrative requirements. Based on the research results, the management requirements for all types of services are clear for both AK-I and AK-III. The AK-I card is a job seeker's card which is often referred to as a yellow card. This card is issued by a government agency, the Manpower Office or Disnaker, which is made for the purpose of collecting data on job seekers. For the administration of AK-I, the administrative requirements needed include a Makassar ID card, a diploma from elementary school education to the last diploma, 3 × 4 photos, 2 (two) sheets, and a certificate of competence (if any). Furthermore, the technical requirements, the applicant must dress neatly and politely.

The requirements for managing the AK-III card consist of an application letter from the company addressed to the head of the department, company profile data according to the deed, data on existing vacancies in the company according to existing requests, and job qualifications in accordance with existing provisions, time for fulfillment of vacancies according to the requirements. with company needs, and company person contracts.

Based on the results of the study, it was found that the level of compliance based on the requirements at the Manpower Office was classified as quite good, this was indicated by the level of compliance with the requirements that had been determined.

### **Systems, Mechanisms and Procedures**

Systems, mechanisms, and procedures are a series of service processes that are clearly structured, in the form of a chart that explicitly describe the procedures users must take to obtain services. Systems, mechanisms, and procedures are standardized service procedures for service recipients. The service procedure is a process that a customer must go through to get the required service.

Based on the results of the research, the systems, mechanisms and procedures in the service at the Makassar City Manpower Service are carried out by using the following methods: call the job seekers according to the queue number/file examiner's instructions if there are only a few job seekers; Receive job seekers in a polite and friendly manner, invite job seekers to sit down; check the requirements of job seekers; input data into the GPA application \*( GPA Online is a job fair that utilizes information technology in bringing together/facilitating between job seekers and employers/labor users through the website <http://www.infokerja.depnakertrans.go.id>) online for online processing, in accordance with the Online AK/I Filling Work Instructions; print/issue the AK-I Card and carry out inspection before it is given to Job seekers for inspection and signature; give the AK-I Card to job seekers to check the data input on the Card, if there is something wrong then do a revision; attaching a photo of the job seeker for AK-I equipment; ask job seekers to duplicate the AK-I for legalization and return the copy of the AK-I to the officer; ratify a legalized copy of AK-I; submit AK-I card and legalized copy to job seekers; provide information related to the AK-I card.

At the Office of the Manpower Service, Standard Operating Procedures (SOPs) are available, and even have been printed by officers. However, the official homepage of the Manpower Office has not provided SOPs that the public can access.

### **Service Products**

Service products are the results of services provided and received in accordance with predetermined provisions. Service product is the result of each type of service specification. Good service must match the products listed in the service standards and services provided.

Based on the results of the study, it was found that the products of the Makassar City Manpower Service were AK-I to AK-IV cards. The AK-I card is intended so that the Manpower Office can record the number of job seekers in their area. In addition, the job seeker ID card also functions to report to the Manpower Office if the job seeker has not/already found a job. The AK-II card is the issuance of a self-competence card for job seekers. AK-III is the issuance of job vacancies card from the company, AK-IV is the issuance of summons from the company.

### **Completion Period**

Deadline mis the deadline for service delivery by the service provider. The certainty of time is clearly an important thing that service users need to know. Through clarity of service time, users can always be in a calm condition undergoing every stage of service that is passed. The results showed that at the Manpower Office of Makassar City, the completion period was 10-15 minutes from file registration, checking requirements, interviews to issuing cards needed by the community.

From the results of research in the field, it shows that the employees of the Department of Manpower are always on time in providing services. This is done because the faster the completion time of services, the more public trust will be in the services provided. However, sometimes the services provided are not in accordance with the predetermined time allocation.

### **Fees or Tariffs**

The Makassar City Manpower Office has provided information related to service costs in making job seeker cards that have been submitted through direct or indirect information, namely through leaflets on the information board. There is no fee for making a job seeker card, only a doubling fee that job seekers must pay.

The details of service costs in making job seeker cards are very clear. This is done because the cost clearly creates trust in service recipients to service providers so that the services provided to the community do not cause anxiety, especially to the less fortunate parties or communities.

The fees paid in managing the job seeker card are in accordance with the provisions of the management fee. As previously explained, there is no charge for making a job seeker card, but only paying a doubling fee. This is in accordance with the rules and regulations of the Department of Manpower and has been previously conveyed through the socialization process. The management requirements at the Manpower Office are quite simple, meaning

that the procedures for services are carried out in an easy, fast, precise, uncomplicated manner, easy to understand and easy to implement by people who request services. In practice, the simplicity of service requirements becomes a reference for implementing public services as a standard in carrying out services (Yusriadi & Farida, 2019).

Service standards prepared and determined by the service implementing unit must be easily understood by the public. so that all people who want to get services have a clear picture of how the state of the service is about the mechanisms, procedures, service times, costs, and various other things provided by the public service unit. With a simple standard of service, the public can know the good and bad of the service.

The simplicity of a service mentioned above is a reference in the implementation of public services by government agencies. Also, it serves as an indicator in the assessment and evaluation of performance for public service providers. With the simplicity of a public service standard, it is hoped that the community can get services that are in accordance with their needs and the process is satisfactory and does not make it difficult for the community.

Public services related to requirements are quite easy to fulfill by the community. This shows that the Makassar City Manpower Service is very simple in providing service procedures or procedures and is not complicated, making it easier for job seekers to manage and receive job seeker card services.

System, Mechanisms and Procedures are a series of service processes that are clearly and arranged, in the form of a chart that explicitly describe the procedures users must take to obtain services. In addition, the Flowchart should be simple, uncomplicated, and easy to understand and implement. It should be arranged in the form of a flow chart displayed in the service room. By fulfilling this element, service users get certainty and clarity of service flow. Systems, Mechanisms and Procedures are standardized service procedures for service recipients. The service procedure is a process that a customer must go through to get the service he needs (Mirdawati et al., 2018)

Systems, mechanisms, and procedures refer to actions that make a problem clear, easy to understand and unquestionably true. This makes it easier for the public to know the flow of service receipts. Openness is defined as a condition that allows the availability of information that can be provided and obtained by the wider community. An open attitude is an attitude to be willing to tell and an attitude to be willing to accept knowledge and information from other parties (Niswaty et al., 2022). It aims to increase public trust, support, and participation. Openness allows every citizen free access to various information. This can make citizens have a clear understanding of various matters relating to the administration of government and in turn citizens are able to actively participate in influencing the public agenda. Openness is an absolute prerequisite for constructive and rational participation.

Public services according to the Openness indicator at the Makassar City Manpower Office are in the effective category. This shows that the Makassar City Manpower Office is considered to have served with systems, mechanisms and procedures that make it easier for the community.

The emergence of complaints about the quality of public services and the chaotic implementation of public services is caused by unclear service procedures or deliberately grayed out so that it becomes a fertile area for the growth of fraudulent practices. Problems that arise in the community are protracted delays, procedural deviations and requests for compensation. So the community demands service responsibilities and improving public service performance is getting better.

The public expects in the implementation of public services, among others, the increasing quality of public services in the form of services that are fast, easy, fair, with legal certainty, transparent, safe, precise, reasonable costs, and can be accounted for and eliminate opportunities for unofficial levies. In addition, it is necessary to strive for effective service patterns that provide convenience for the community in service delivery.

The performance of this public service has become a measure of the performance of local governments, especially regional heads. On various occasions, public dissatisfaction with the performance of public service management is increasingly being expressed by the public openly. The community demands that service delivery be more responsive to community needs and transparent and participatory public service delivery (Malkab et al., 2021).

Public services according to the Responsive Indicators at the Makassar City Manpower Office are in the effective category. This shows that the attitude and behavior of officers in providing services to the community is very polite and friendly and respects and respect each other. The officer has also fulfilled the principle of responsibility which means being responsible for the settlement of affairs and the resolution of complaints/problems in the implementation of making job seeker cards.

## **CONCLUSION**

Public service is a way for the government to show the quality of its work. Based on the results of the study, it was found that the requirements in providing services at the Makassar City Manpower Office are easy for the community to meet, namely the management of AK-I administrative requirements needed including Makassar ID cards, diplomas from elementary school education to the last diploma, photos of 3×4, 2 (two) sheets, and a competency certificate (if any). Further to the technical requirements, the applicant must be dressed neatly and modestly. The AK-III card consists of an application letter from the company addressed to the head of the service, company profile data in accordance with the deed, data on existing vacancies in the company in accordance with existing requests, and qualification of the position in accordance with existing provisions, the time for fulfilling vacancies in accordance with the needs of the company, and the contract person of the company.

The systems, mechanisms, and procedures of the Manpower Office are already available Standard Operating Procedures (SOPs) and have even been printed by officers. However, the official homepage of the Manpower Office, it has not provided SOPs that the public can access. The product of the Makassar City

Manpower Office service is the AK-I to AK-IV card. The completion period is 10-15 minutes from the registration of the file, examination of requirements, and interviews to the issuance of cards needed by the community. It was further obtained that no fees were charged to the community for receiving services.

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