

Procedure for Integrated Administration Services, Infrastructure Facilities for Public fulfillment with Service Quality in Purwosari District

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ABSTRACT

Integrated Administration Procedure (Patent) tends to increase the quality of service and bring services closer to the people seen of the aspect of time and service costs. The study was carried out in Purwosari Sub-District Pasuruan Regency in order to analyze the service steps for the integrated administrative sub-district, significant infrastructure, and the value of service to the community. To achieve this goal, an explanatory research conducted to the 3,250 population with the 97 people as the sample. The results show that there was a significant influence between integrated administrative sub-district on service quality, with $t = 0.315$. It had a direct influence on the public fulfillment and service quality, with $t = 0.218$ and $t = 0.387$ respectively. Furthermore, a significant influence was obtained between infrastructure and service qualities with $t = 0.236$ and $t = 0.492$ respectively. However, there is an indirect effect between integrated administration service procedures and infrastructure facilities on public fulfillment, with $t = 0.155$ and $t = 0.190$, respectively. This shows that the higher the quality of service caused by better infrastructure, the it tends to increase public fulfillment.

Keywords: *service, administration, facilities, infrastructure, satisfaction*

INTRODUCTION

Organization is the place where a group of people gather and work collaboratively in a structured way to seek for certain goals or targets set together. It is divided into two groups: private and public sectors of organization¹. Public organization is an organization that tends to produce services for the community regardless of distinguishing their status and position. Public organization is oriented to the public concentration, not profit oriented as the final goal².

In case of the dynamics development of regional governance in achieving good governance, which pays attention on the needs and necessities of the people in public services, Minister of Home Affairs Regulation No. 4 of 2010 issued the Guidelines for Implementing District Integrated Administration on January 15, 2010. Regarding the Guidelines for Implementing District Integrated Administration, issued by the Minister of Home Affairs, is to give the regional government, in

this case the regent or mayor, the chance to optimize the responsibility of the sub-district to build access and increase the service quality, and bring services to the people in city.

The range of integrated-administrative sub-district involves the licensed and non-licensed services sector. The objective of organizing integrated-administrative sub-district is to have the Subdistrict as a community service center, and become a center of facility for integrated-service offices or agencies in the district or city³. Integrated- administrative sub-district has the target to increase quality and bring services closer to the community. Integrated administrative sub-district is a simple innovation but provides great benefits⁴. In addition to facilitate the public obtain the services, it also increases the view and legitimacy of the local government to the community.

Referring to the PAN Decree No. 25 of 2004 concerning Public fulfillment Index, 14 things associated with the activities and facilities performed by service

employees, as well as service steps, appropriateness of requirements, clarity, discipline, responsibility, and ability of employees, the speed of service. equality of facility, courtesy of employees, equality and inevitability of charges, fixed-schedule, comfortable environment, and safety of services. The study aimed to investigate the advantages of the variables, including the effects on the public fulfilment. The research is restricted to procedures for services, infrastructure, public fulfilment and the quality of District Integrated Services/integrated

administrative sub-district (Case study of Purwosari District Office Pasuruan Regency).

Theoretical Review

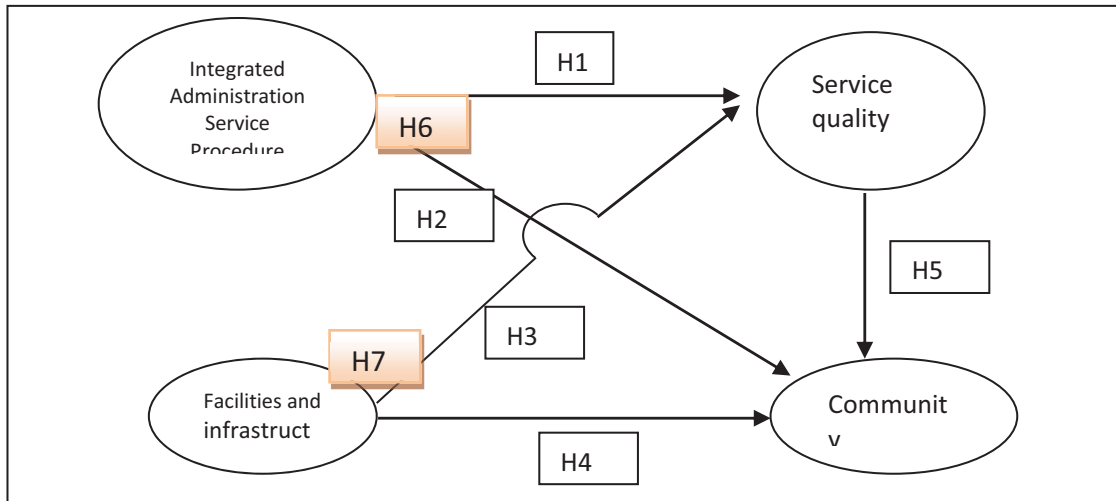
District Integrated Administration Services is the enactment of public services in the sub-district, whose management process starts with the application to the publication of the document, carried out in one place⁵. The difference in conventional service with Patents is as shown in Table 1.

Table 1. Differences in Conventional Services with integrated administrative sub-district

Aspect	Conventional Service	integrated administrative sub-district
Citizens Participation	There is not citizen participation Citizens only accept the public service process as is.	Citizens can access service information in such a way that it is easier to provide input for service improvement Citizens can submit a complaint if the service they receive did not meet the standard that has been determined.
Availability of information	There is not information about the cost and time requirements in such a way that citizens tend to spend more, in the hope that they will finish quickly. Information is usually conveyed directly by sub-district employees to residents, who are taking care of services. the head of the sub-district has difficulty controlling the service costs received by his employees. this can trap the head of the district with the charge of “illegal levies”. There is not database system regarding these services.	Information is available about the type of service, time, costs and procedures for obtaining services; There is socialization about the implementation of public services. Acceptance of service fees could be monitored directly because payments are recorded transparently and accountably. Providing certainty to the district head in carrying out public services
Database	There is not database system regarding services	Equipped with a service database, which is managed and updated continuously

Source: Primary Data processed by researchers, 2017

Furthermore, the infrastructure in question is the ability of agencies to be able to implement or guarantee the procurement and management of adequate funds, provision, maintenance of facilities and infrastructure, and a good information system to support the quality of service to the community. Satisfaction is considered as a person’s feeling that comes with the contrast between his impress with a real product quality and the likely product performance⁶. Further explained that consumer satisfaction is “customer’s of a product or service in terms of whether that product or service has met their needs an expectation”⁶. Indicators in public fulfilment are: overall satisfaction level, conformity of service with community expectations, level of public fulfilment during relationships with institutions⁷. Based on the theories that have been proposed, a conceptual framework could be proposed, as presented in Figure 1.



Source: Hair (2013); processed by researcher (2017)
Figure 1. Conceptual Framework for Patents, Infrastructure

Research Methodology

This research is a descriptive study through a survey approach, with a population of 3,250 people. A total of 97 respondents were taken as a sample of the total population. Questionnaires in the form of direct written information are used for data collection. Variable measurement uses a Likert scale, with scoring on this scale starting from number 1 to number 5, with scoring: Very good (score 5), Good (score 4), Fair (score 3), Bad (score 2), Very Bad (score 1).

Path analysis model is used to analyze the pattern of relationships between variables with the aim of knowing the direct and indirect effects of a set of independent variables on the dependent variable. Path analysis model is a causal relationship pattern. Therefore, the formulation of the research problem within the framework of path analysis only revolves around whether the independent variables (X1, X2, ..., Xk) affect the Y variable, or how much direct causal influence, indirect causal, total causal or simultaneous set of independent variables (X1, X2, ..., Xk) affect the variable Y⁸.

RESULTS AND DISCUSSION

Data Analysis Results

The results of data analysis related to direct and indirect effects are presented in Table 2 below.

Tabel 2. Pengaruh langsung (Direct) dan tidak langsung (Indirect)

Eksogen	Mediasi	Endogen	Koefisien		
			Direct	Indirect	Total
District administration integrated service procedure	-	Service quality	0.315*	-	0.315
Infrastructure	-	Service quality	0.387*	-	0.387
District administration integrated service procedure	Service quality	Public fulfillment	0.218*	0.155* (0,315x0,492)	0.373
Infrastructure	Service quality	Public fulfillment	0.236*	0.190* (0,387x0,492)	0.426
Service quality	-	Public fulfillment	0.492*	-	0.492

Source: Primary Data Processed by researchers in 2017

Description: * (significant)

Based on Table 2, it could be seen that: The direct influence coefficient of the integrated administrative procedure on the service quality is 0.315*. This shows that the procedure for the service of integrated administration of sub-districts has a positive and significant effect on the quality of service. Then, the direct effect coefficient of the integrated administration procedure for the sub-district administration on public fulfillment is 0.218*. This shows that the procedures for the integrated administration services of sub-districts have a positive and significant effect on public fulfillment. Furthermore, the coefficient of direct effect of infrastructure on service quality is 0.387*. This shows that infrastructure has a positive and significant effect on service quality. The direct effect coefficient of facilities - infrastructure on public fulfillment (X2) is 0.236*. This shows that infrastructure has a positive and significant effect on public fulfillment. Then, the direct effect coefficient of service quality on public fulfillment is 0.492*. This shows that service quality has a positive and

significant effect on public fulfillment. Furthermore, the indirect coefficient of influence of sub-district integrated administration service procedures on public fulfillment through service quality is 0.155*. This shows that the procedure for the service of integrated administration of sub-districts has a positive and significant effect on public fulfillment through quality of service. The indirect effect coefficient of infrastructure on public fulfillment through service quality is 0.190*. This shows that infrastructure means a positive and significant impact on public fulfillment through quality of service.

Partial Analysis

Partial analysis is used to test whether or not there is a partial effect of exogenous variables on endogenous variables. The testing criteria state that if the probability value < level of significant (alpha = α) is stated there is a partial effect of exogenous variables on endogenous variables. Testing hypotheses could be known through the summary in the following table.

Table 3. Results of partial analysis

Exogen	Endogen	Koef.	T statistics	Prob/sig.
District administration integrated service procedure	Service quality	0.315	2.994	0.003
Infrastructure	Service quality	0.387	3.684	0.000
District administration integrated service procedure	Public fulfillment	0.218	2.658	0.009
Infrastructure	Public fulfillment	0.236	2.814	0.005
Service quality	Public fulfillment	0.492	6.491	0.000

Source: Primary Data Processed, 2017

The effect of integrated administrative procedures for sub-districts on service quality results in a statistical value of 2.994 with a probability/sig of 0.003. The test results show that the probability < alpha (5%). This means that there is a significant influence on the procedures for integrated administration services of sub-districts on the quality of services.

The effect of infrastructure on service quality results in t statistics of 3.684 with a probability of 0.000. The test results show that the probability < alpha (5%). This means that there is a significant influence of facilities - infrastructure on service quality.

The influence of integrated administrative procedures for sub-district administration on public fulfillment results

in t statistics of 2.658 with a probability of 0.009. The test results show that the probability < alpha (5%). This means that there is a significant influence on integrated administrative procedures for sub-district administration on public fulfillment.

The effect of infrastructure facilities procedures on public fulfillment results in t statistics of 2.814 with a probability of 0.009. The test results show that the probability < alpha (5%). This means that there is a significant effect of infrastructure on public fulfillment.

The effect of service quality on public fulfillment results in y statistics of 6.491 with a probability of 0.000. The test results show that the probability < alpha (5%).

This means that there is a direct significant influence on the quality of service to public fulfillment.

Furthermore, the influence of integrated administrative service procedures for sub-district and infrastructure facilities on public fulfillment through service quality is known that there is a significant influence on integrated administrative service procedures, sub-district and infrastructure facilities on service quality, and there is a significant influence on service quality to public fulfillment. Because both pathways are significant, it could be stated that there is a significant influence on

the procedures of integrated administration services for sub-districts and facilities for public fulfillment through service quality. Thus, the quality of service is able to mediate the effect of integrated administrative service procedures for sub-districts and infrastructure on public fulfillment.

Path diagram conversion into the measurement model is intended to convert the diagram model into an empirical data-based measurement model, which is used to determine the effect of exogenous variables on endogenous variables directly or indirectly.

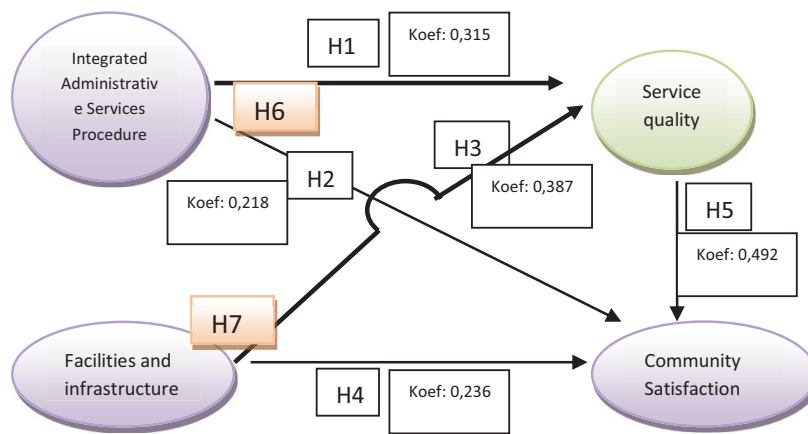


Figure 3. Model Construction

Source: Hair (2013); and primary data is processed (2017)

The empirical model produced is as follows: Model 1 : $Z = 0.315X_1 + 0.387X_2$ dan Model 2: $Y = 0.218X_1 + 0.236X_2 + 0.492Z$

Exogenous variables that most influence the endogenous variables could be known through the highest total effect. Variables that have the greatest total effect on service quality are infrastructure with a total effect of 0.387. Thus, facilities are the most influential variables, or have the most dominant influence on service quality. Variables that have the greatest total effect on public fulfillment are service quality with a total effect of 0.492. Thus service quality is the most influential variable or has the most dominant influence on public fulfillment.

CONCLUSION

Based on the results of the study obtained conclusions as follows: Head of the Office Purwosari District always needs to improve the Quality of Service

to the community, especially related to the fulfillment of integrated administrative service procedures, infrastructure facilities, in order to increase public fulfillment. This could be done by providing clarity of procedures and speed and accuracy of procedures for integrated administration services to the public, especially to improve professionalism in carrying out their duties and functions. This is an effort to help Purwosari District in providing the best service to the community.

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