

An Overview of How Service Evaluation Affects Performance (Study in the Investment and One-Stop Integrated Services of the Mentawai Island District)

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Abstract

To support the duties and functions of the Licensing Services, Mentawai Island District formed The Investment and One-Stop Integrated Services as an outline in Regional Regulation Number 8 of 2016. In four years of carrying out its duties, it turned out that it had not been as expected. Therefore, an evaluation is needed to assess which parts of the service permit must be repaired. Then, the purpose of this study is to see how much evaluation affects performance. Method of this research was used quantitative with proportional cluster random sampling and purposive sampling. Data obtained by using a questionnaire that has been tested with validity and reliability. Total of samples was 209 respondent from 440 population. Resulted of this research found that service evaluation greatly affects the performance of an organization. An organization that has good performance, must have been caused by having carried out an overall service evaluation.

Keywords: *service evaluation, performance, organization performance, The Investment and One-Stop Integrated Services*

Introduction

Article 18 paragraph 2 of The 1945 Constitution of The Republic of Indonesia, 1945) The fourth amendment states that the Provincial, Regency / City Regional Governments regulate and manage their own government affairs according to the principle of autonomy and assistance tasks. The acceleration of the process of the realization of community welfare through improved services, empowerment and community participation is the principle of regional autonomy. The paradigm of regional autonomy is not merely as the readiness and certainty of the regional apparatus or concerning the economic fertility of the government which in this case is an increase in Regional Original Revenue, but also a matter of access to community involvement, facilities for tourism economic development, the enforcement of the principle of good governance, which is reflected through participation, transparency and accountability in the implementation of good governance that is included in the context of implementing regional autonomy.

Furthermore, the existence of regional autonomy in this era of globalization makes local governments must be able to innovate in improving the quality of public services so that the impression of a slow, convoluted, unfriendly government bureaucracy can be eliminated. This improvement in the quality of public services is reflected in the enactment of (Regulation of The Minister Administrative Reform Number 63/KEP/M.PAN/7/2003) concerning General Guidelines for Providing Public Services and also Regulation of the Minister of Home Affairs Number 24 of 2006 concerning Guidelines for Implementing Integrated Services One Door [(Affairs, 2006)3]. During the three-year one-stop licensing service, the government strengthened public service innovation by issuing Law No 25/2009 on Public Services in which this regulation governs the principles and effectiveness of good government functions.

One of the areas in West Sumatra that is experiencing expansion is the Mentawai Islands District. Mentawai Islands which was formerly under the level II regional government of Padang Pariaman Regency, on October 4, 1999, officially became a new Regency in West Sumatra based on Law Number 49 of 1999. The Mentawai Islands Regency Government responded positively to the existence of this regional autonomy by providing services and better welfare to the community by prioritizing aspects of democracy, justice and equity and the certainty of trying to be in line with the spirit of regional autonomy through a one stop service system. Starting from this, licensing services have become more strategic so as to support these tasks and functions, the Government of the Mentawai Islands Regency has formed a Regional Organizational Structure, namely the Office of Investment and One-Stop Integrated Services as stipulated in the Mentawai Islands District Regulation Number 8 of 2016 concerning Establishment and Arrangement of Regional Apparatuses, which is subsequently implemented with the Regulations of the Mentawai Islands Regent Number 47 of 2016 concerning the Organizational Structure and Work Arrangement of Regional Apparatuses).

Within a period of approximately four years, the Office of Investment and Integrated Services of the One Door of the Mentawai Islands Regency carried out their task of carrying out technical policies in the field of public services and licensing services to the public, apparently not yet in line with what was expected. The results of observations by researchers indicate the still low satisfaction of users of licensing services (the public). This indication can be seen from the time of licensing completion for several types of services that have not been completed in accordance with Standard Operating Procedures. For example, Building Permit which should be completed within three days, the realization is only completed in 6 working days. In addition to the length of time for completion, it turns out that in the management of licensing the community is always burdened with unofficial costs, procedures that are too bureaucratic and there is a tip that must be given to service providers so that licensing can be completed quickly. This resulted in the community's attitude to be disappointed with the form of services obtained. Even more so when it is known that the licensing services of bureaucrats are monopolistic (do not have competitors). This unhealthy form of service requires an evaluation so that it can improve the performance of the service provider.

In the context of public services, organizational performance evaluation and service evaluation is an important thing because it will be known the level of achievement of licensing services to the community which will later be known how satisfied the community is in obtaining permits. Service Evaluation is a very important activity because it can be used as a measure of the success of an organization in achieving its mission (Saputra, 2016) in (Agustino, 2008; Dwiyanto, 2015).

Based on this description, this study aims to find out how the relationship between Service Evaluation on Performance in the Office of Investment and One-Stop Integrated Services in Mentawai Islands Regency. Is there a significant influence between service evaluation on the performance provided.

Method

This study uses quantitative methods to see how the effect of service evaluation on performance. In this study, there is one exogenous variable, service evaluation and one endogenous variable, namely performance.

The population in this study are objects / subjects that have certain qualities and characteristics that have been determined by researchers to be studied and then drawn conclusions (Sugiyono, 2013). The population used by researchers came from the public or users of licensing services in the Mentawai Islands Regency, namely the Disturbance Permit (IG) and Trade Business Permit (SIUP) from 2016 to 2018, amounting to 440. The first stage of sampling using Proportional Cluster Random Sampling based on class or type of company in the Mentawai Islands Regency and obtained a sample of 209 samples using the Slovin formula. After that, the second stage of the sample for determining respondents as key information uses purposive sampling.

The research data were collected using a validated questionnaire and reliability checks as well as documentation consisting of monthly licensing report documents, number of employees, number of permits, types of permits, reports on public complaints, and also the mechanism of licensing service implementation.

Results and Discussion

From the results of calculations using SPSS software, the regression results obtained as described in the table below:

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.366 ^a	.134	.129	5.721	1.760

a. Predictors: (Constant), Evaluasi Pelayanan

b. Dependent Variable: Kinerja DPMPSTP

The Model Summary table explains the relationship between exogenous service evaluation variables and endogenous performance variables. In the Adjusted R Square column, the value is 0.129. This indicates that the effect of service evaluation on performance has a magnitude of 12.9% and the remaining 87.1% is influenced by other factors not examined by researchers. This 12.9% effect only applies at the researcher's place of research at the One-Stop Investment and Integrated Services Office of the Mentawai Islands District and does not apply at other research locations because at other research sites, different results can be found. This influence can be said to be strong because the amount of the figure is above 10%.

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1044.678	1	1044.678	31.921	.000 ^a
	Residual	6774.423	207	32.727		
	Total	7819.100	208			

a. Predictors: (Constant), Evaluasi Pelayanan

b. Dependent Variable: Kinerja DPMPSTP

The ANOVA table shows the significance of the influence between service evaluations on performance previously described in the model summary table. The significance of the relationship obtained is 0,000 or it can be said that the significance of the relationship between service evaluation variables on performance is 100% related even though it only has a 12.9% relationship.

		Coefficients ^a				
		Unstandardized		Standardized		
		Coefficients		Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	66.863	5.322		12.564	.000
	Evaluasi Pelayanan	.313	.055	.366	5.650	.000

a. Dependent Variable: Kinerja DPMPTSP

And the last is the coefficients table which shows the degree of trust between the effect of service evaluation on performance. In the coefficients table, we will look at the significance column. In the significance column, there is a value of 0,000 and this means that the influence between exogenous service evaluation variables on endogenous performance variables can be trusted by 100%.

Based on the results of research conducted by researchers that evaluation of services affect the performance of the Office of Investment and Integrated Services One Door Mentawai Islands District. Thus it can be explained that service evaluation directly affects the performance in the Office of Investment and One Stop Integrated Services of the Mentawai Islands Regency and is able to significantly affect Performance. In other words, the higher the evaluation of services performed at the Office of Investment and Integrated Services of One Door Mentawai Islands Regency, the performance will be better and vice versa if the evaluation of services conducted by the Office of Investment and Integrated Services One Door is low then the performance will also decrease.

This is reinforced by the opinion of (Moehariono, 2014) which defines evaluation as a good tool to determine whether employees have provided adequate work results and have carried out performance activities in accordance with work standards set by the organization (Moehariono, 2014). Referring to the above definition, the relationship between evaluation and performance can be seen from the results of research conducted by (Kelatow, -, & Trang, 2016) entitled "The Effect of Job Evaluation, Salary and Work Facilities Against Employee Performance in Hospitals. Radiation of Love Manado ". The results showed that the evaluation turned out to have a positive effect on employee performance. Evaluation is a good tool to determine whether employees have provided adequate work results and have carried out performance activities in accordance with work standards set by the organization (Kelatow et al., 2016).

So, based on the results of research and theoretical studies that researchers get, the researchers can conclude that the evaluation carried out will affect the performance of employees in the Office of Investment and Integrated Services One Door Mentawai Islands Regency. This can be described if the evaluation of services such as the indicators that have been described previously are in line with expectations, then in theory and research results will improve the performance of employees in providing services in the Office of Investment and Integrated Services One Door Mentawai Islands Regency.

Conclusions

Based on all findings and discussion above, we concluded that service evaluation influenced on performance of The Investment and One-Stop Integrated Services of Mentawai Island District as shown by the effect of service evaluation on performance for 12,9% and 87,1% from other factors.

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