

RPTRA Activities Program in Services to the Community During the Covid-19 Pandemic

Agung Edi Rustanto^{1*}, Jaenudin Akhmad²

¹Administration Science/ Polytechnic LP3I Jakarta, Jakarta

²Management / Polytechnic LP3I Jakarta, Jakarta

Author's email: agungedirustanto75@gmail.com; zein_13@ymail.com

*Corresponding author: agungedirustanto75@gmail.com

Abstract. The people of Jakarta welcomed the RPTRA program organized by the DKI Jakarta Provincial Government. The RPTRA development program is a form of service provided by the DKI Jakarta provincial government through the provision of public spaces that can be used by the community to exercise, play, and socialize. All RPTRAs built by the DKI Jakarta Provincial Government are being put to good use by the community, including in the North Jakarta area. The entire RPTRA has almost the same programs according to the Regulation of the Governor of DKI Jakarta Province Number 196 of 2015. During the Covid-19 pandemic the programs in the RPTRA could not run normally due to various obstacles, while the expectations of the community the RPTRA service program continued with the protocol. prevailing health. The current phenomenon related to services at RPTRA, in accordance with the purpose of this study, which is to analyze the programs being implemented and the programs expected by the community during the Covid-19 pandemic need to be studied in more depth. The method used in this research is descriptive qualitative. The data in this study are primary data from interviews and observations. The results of this study indicate that the programs run by RPTRA during the Covid-19 pandemic are: (1) carrying out environmental cleanliness of RPTRA; (2) perform plant maintenance; (3) perform maintenance of RPTRA facilities and infrastructure. The RPTRA program expected by the community during the Covid-19 pandemic, namely: (1) The community is allowed to visit RPTRA even though it is carried out with strict health procedures; (2) The public may do sports and play in RPTRA in accordance with strict health procedures; (3) Educational programs in RPTRA are still implemented online.

Keywords: RTPRA Program, Services, Community, Covid-19 Pandemic, Jakarta.

1. INTRODUCTION

The population density in Jakarta has an impact on the reduced open space for the public. Open space for the community is needed in Jakarta, especially children's playgrounds and social activities for adults and the elderly. This phenomenon has received special attention from the provincial government of the Special

Capital Region (DKI) Jakarta to be able to provide services to the community. In 2015 the DKI Jakarta Provincial Government implemented a Child Friendly Integrated Public Space (RPTRA) development program to become a solution to these problems. RPTRA is a public space that has various functions mainly for children's education by trying to present different concepts in park development. The child-friendly integrated public space is a public space that has

the characteristics of a public open park, a vehicle for children's play and development, part of child-friendly city infrastructure and facilities, green open space, and facilities for social activities [1]. The DKI Jakarta Provincial Government is building green open spaces in each urban village. In general, the RPTRA consists of a management building, a park and a children's play area.

Efforts to make Jakarta a child-friendly city have been carried out by building RPTRAs in a number of areas in DKI Jakarta. The development of RPTRA is also one of the solutions to the many social problems caused by unrelated regional arrangements, resulting in other problems such as underdevelopment of children in social interactions which have an impact on the quality of life in Jakarta. The results of the study of the development of public spaces have improved the quality of the people in Jakarta [2]. The purpose of establishing RPTRA is in the context of the DKI Provincial Government to provide services to the community, as an obligation that must be implemented. Based on the research results, it is known that 95% of children give a positive assessment of RPTRA as their favorite place. This conclusion indicates that the existence of RPTRA is a valuable asset in the daily lives of children, especially those who live in crowded environments. Therefore, the RPTRA development initiative needs to be consistently carried out [3].

The construction of the RPTRA in the Jakarta area is an effort that aims to make the city of Jakarta a suitable city for children. To create a child-friendly city, of course, also requires commitment and the role of the stakeholders involved in this, namely the local government and the surrounding community who are synergized and coordinated as a whole [4]. One of the objectives of the RPTRA is as a facility for the community to be used and utilized for social interaction and as a learning medium. On the other hand, it is also used as a development of interests and talents that are safe and good for children. RPTRA can also enable children in urban environments to grow and develop into adult humans optimally. [5].

The importance of RPTRA is in line with the importance of services provided by RPTRA managers to the community, because with good service, the process of implementing activities at that place will run well [6]. Based on the initial survey, the services carried out at the RPTRA are generally good and running smoothly, but due to the Covid 19 pandemic, services have been disrupted and the community does not receive services as before. In providing services at RPTRA during the covid 19 period, there were several obstacles, namely the ability of managers to provide services online to the public and RPTRA facilities in providing services online were still inadequate. On the other hand, the Jakarta provincial government has also not carried out regulatory reforms on the form of services that must

be carried out by the RPTRA during the Covid-19 pandemic. The forms of activities carried out before the Covid-19 pandemic are different from during the Covid-19 pandemic. Currently there is still no research that focuses on researching the RPTRA activity program during the Covid-19 pandemic, so it needs to be studied in depth. Thus, it is very necessary to conduct research on the RPTRA activity program in services to the community during the Covid-19 pandemic.

During the Covid-19 pandemic, the entire RPTRA was closed to the public. There are several guests who are allowed to enter, but must apply the rules, namely to limit interactions between individuals according to health protocols. Basically, public services can be diverted through online so that there is interaction even if they are online. [7]. In 2020, Agostino, et.al, stated that the COVID-19 pandemic has an impact on the development of digital transformation in public service delivery in Italy. The social challenges that have emerged after the outbreak of the COVID-19 pandemic have forced public institutions or government institutions to carry out digital acceleration to optimize public services. Basically, digital transformation in services can be implemented in RPTRA, but it has not been done. Based on some of these descriptions, this study aims to analyze how the program of activities in service to the community in RPTRA during the Covid 19 pandemic.

2. LITERATURE REVIEW

Jakarta has decreased its public space every year. The construction of office buildings, shopping areas, and other buildings continues to increase so that the land for public spaces is decreasing [8]. The development of RPTRA is a very good solution for the DKI Jakarta Provincial Government to meet the community's need for green open space. The facilities made by the RPTRA manager are not entirely the same, this is because not all urban villages have large enough land. In general, the facilities provided by the RPTRA manager are to accommodate the types of visitors, ranging from children's play facilities to facilities for the elderly. The RPTRA program was built by paying attention to the form of design that is suitable for children and the elderly. In creating public spaces it is necessary to pay attention to the value of public space and the importance of design and planning in creating it, it is important to remember that the design approach to creating these spaces must be very specific [9]. As a means of providing public services, RPTRA was built with attention to the safety and security of visitors. The public sphere needs to pay attention to a sense of security so it is important to have rules related to increasing a sense of security [10]. The diversity of visitors from the perspective of age, cultural

background, economic background, and individual characteristics is a big challenge in providing services for RPTRA managers.

The activity program in RPTRA is a form of service provided to visitors that can be divided into two, namely direct service and indirect service. Direct services, for example, are services provided by officers directly starting from parking attendants, cleaners and officers who supervise RPTRA. Indirect services, for example, are services provided through facilities and infrastructure that are properly built and cared for by the management in order to be able to provide satisfaction to the visiting community. The quality of service at RPTRA is very important because it relates to community satisfaction. Service quality can determine community satisfaction [11].

Referring to previous research regarding activity programs related to service in increasing satisfaction. RPTRA which is managed properly in accordance with the policies of the management can make the community feel satisfied. This happens, because through the RPTRA, the community can easily access the facilities needed [12]. The implementation of the RPTRA program, including the implementation of standards for service activities by the management, will realize that the RPTRA is worthy of being a friendly public space. To realize a proper RPTRA, it is necessary to provide services through appropriate design so that every need of visitors can be met. Thus the community will feel more satisfied [13]. Services through the facilities provided that are aimed at achieving community satisfaction are supported by safety, comfort, affordability, and a vehicle to play. Thus, indirect services are very important. In this study, it has not explicitly explained the services provided directly to get community satisfaction [14].

Based on research from Utami et al [5], it shows that the activity program in RPTRA provides recreational and restorative benefits, this is shown from research aimed at parents as companions for children in playing in RPTRA. In this case the characteristics of the RPTRA are the most decisive aspects. From this research, we know that in service, not only talk about hospitality in serving and providing good quality facilities, but the needs of the surrounding community also become one of the benchmarks for making the community get the benefits that are expected. From the article written by Samsudin and Primi [15], it is revealed that in providing services at RPTRA to provide satisfaction in terms of safety, security, health, comfort, attractiveness and accessibility aspects. Thus it does not just rely on beauty alone. Not only relying on direct services, but there need to be other important aspects that need to be focused on before building a RPTRA. In this study, it has not discussed how the direct service provided by the manager.

3. RESEARCH METHODS

The details of the implementation flow of data collection in this study were carried out through stages which can be explained as follows: (1) The first stage, through research instruments in the form of observation and interview guidelines, researchers conducted data collection to explore information about service quality in RPTRA by analyzing RPTRA activity programs during the covid-19 pandemic. (2) The second stage, through the FDG, the researcher performs data collection to obtain detailed information about community service programs that are expected by the community to continue to be carried out in RPTRA.

In this study using primary data consisting of the results of interviews, observations and FDG. In detail, the following types of data are used in this study:

1. Interview and Observation

Interviews and observations were carried out on the basis of interview and observation guidelines which were prepared based on a literature review. Interviews and observations were carried out on informants who had been determined according to the needs of this research to produce valid data.

2. Forum Group Discussion

Focus Group Discussion (FGD) or focus group discussion in research is conducted in this study because this data collection method is commonly used in qualitative social research, including research on satisfaction and service. In this study, the FGD method relies on obtaining data or information from an interaction of informants or respondents based on the results of discussions in a group that focuses on conducting discussions in obtaining the necessary data or solving certain problems. Data or information obtained through this technique, apart from being group information, is also an opinion and decision of the group. This method is used because it has the advantage of providing richer data and adding value to data that is not obtained when using other data collection methods.

The location of this research is RPTRA in North Jakarta, namely RPTRA RASELA, RPTRA Radar Pembangunan, RPTRA Sindang Raya, RPTRA Tugu Permai and RPTRA Permata. The RPTRA was chosen because it represents the entire RPTRA both in terms of land area and facilities owned. The RPTRA sampled in this study also has a unique facility, which is the initiative and creativity of the manager which can be used as a reference for other RPTRAs.

The research method used in this research is descriptive qualitative with data analysis using a spiral model [16] which is in more detail as follows:

1. The researcher processed the data and prepared the data for analysis.

In this stage, the researcher transcribes the results of the interview, types the data from the field data collection. At this stage the researcher also filters data based on information sources. At this stage the researcher obtains interview transcripts and other data to be compiled based on data sources or information sources so that researchers have data that has been sorted more clearly and are easier to process.

2. The researcher reads all the data and reflects on its meaning and notes about the general idea of the data obtained.

In this step the researcher reads all the data to reflect its inner meaning from the data that has been collected through. The reflected data will generate notes about general ideas obtained during the data collection process in the field.

3. Researchers analyzed the data in more detail through data coding.

In this step, the researcher reads the entire transcript carefully. Researchers ensure that they understand the contents of the transcript after carefully reading the transcript from the results of data collection. Researchers write down or make notes on the meaning contained in the transcript. Researchers make all topics that are grouped by topics into columns arranged by main topic, unique topics and other remains. The topics are shortened as code and then write the codes in the appropriate text segment. Researchers find and classify related topics from one data to another and draw the essence of each category on the data. The researcher makes decisions about the code of the categories that have been made. Assemble the data material for each category and perform a preliminary analysis. The researcher also re-coded the data if needed.

4. Researchers describe the settings, categories, people, and themes used. At this stage the researcher produces a code that is ready to be described.

5. Researchers indicate writing a qualitative narrative or report to show a description of the data.

In this step the researcher uses the narrative part to convey the findings of the analysis. In this case there is a chronology of events, the perspective of the individual, the relationship between themes. Researchers present this through descriptive information.

6. Researchers interpret the data.

In this last step, the researcher produces data analysis accompanied by interpretation to reveal the essence of the data. The data interpretation is carried out as a whole is the final stage starting from the data validation carried out. The researcher will connect the data obtained through several data collection methods such as observation, interview results, and FGD. The

research findings are then contextualized with related literature where the literature becomes a strategy for reviewing related literature to support the findings in this study.

4. RESULTS AND DISCUSSION

4.1. RPTRA Activity Program in Services to the Covid-19 Pandemic Community

Based on the research results, it can be explained that basically the program of activities in RPTRA is an implementation of programs that refer to the 10 main PKK programs, namely (1) Living and Practicing Pancasila; (2) Gotong Royong; (3) Food; (4) Clothing; (5) Housing and Household Management; (6) Education and Skills; (7) Health; (8) Cooperative Life Development; (9) Environmental Preservation; (10) Healthy Planning. In the implementation of the 10 PKK Main Programs, it is divided into several stages, namely the planning, implementation, guidance and facilitation stages. These programs are implemented through 4 (four) Working Groups in a flexible and integrated manner, as follows:

1. Working Group I implements programs in the area of appreciation and practice of Pancasila and in the field of mutual cooperation.
2. Working Group II carries out programs in the field of education and skills and in the field of developing cooperative life.
3. Working Group III implements programs in the field of food, clothing, and housing and household management.
4. Working Group I implements programs in the health sector, environmental preservation and healthy planning.

All programs implemented in RPTRA aim to provide services to the community. The services provided are based on the activity program in RPTRA in accordance with tangible service aspects, reliability, responsiveness, assurance, empathy [17]. Of these five aspects, it is explained from the results of research by Reza and Farah [18], which is to obtain research results that the quality of service has a good impact on community satisfaction. In line with the results of Reza and Farah's research, that according to Dwi and Feriana [19], the results of the research, the five dimensions forming service quality proved to have a significant effect on service quality. The strongest dimensions in explaining service quality are reliability, responsiveness, assurance, empathy, and tangibility, respectively. In addition, the research results show that there is a strong and positive influence between service quality variables on customer satisfaction. This is evident from the results of the study which showed that it was 72.9%.

Based on several studies that have been conducted, the dimensions of service quality used to determine the effect or to increase satisfaction are from the theory proposed by Tjiptono [20], so that in this study the dimensions of service quality used are service quality dimensions which include Service Quality, namely: (1) Tangible, covering physical facilities, equipment and playing facilities; (2) Reliability, namely the ability to provide the promised service immediately, accurately and satisfactorily. This means that RPTRA provides proper services; (3) Responsiveness, namely the desire and willingness of RPTRA managers to assist visitors and provide services as responsively and as best as possible; (4) Assurance, which includes knowledge, competence, decency, and trustworthiness that is owned, free from risk, physical harm, or doubts; (5) Empathy, which includes ease in establishing relationships, effective communication, personal attention, and understanding of the individual needs of visitors. (Zeithaml et al., 1990)

In addition to service quality, the next dimension in this study is the aspect reviewed in community satisfaction because satisfaction is very important, so it is necessary to carefully determine the appropriate dimensions in this study. Referring to several studies and studies that have been done before, Agus Riyanto [21] in the study used elements of consumer satisfaction in terms of expectations, performance, comparison, confirmation, and discrepancy. Furthermore, Hartanty [22] states that satisfaction can be seen from several indicators, namely: satisfaction with the ability to carry out the promised services, satisfaction with the willingness to help customers, satisfaction with knowledge and politeness, satisfaction with customer care, and satisfaction with the appearance of physical facilities. Customer satisfaction is also influenced by several factors such as product quality, service quality, emotional factors, price and cost. From several dimensions of satisfaction previously used, researchers will use appropriate research dimensions to measure community satisfaction which is more public service, not business-related.

Along with the decline in the form of services to the community in RPTRA during the Covid-19 pandemic, community satisfaction has also decreased. The forms of services in RPTRA decreased because during the Covid-19 pandemic, the RPTRA was closed based on Governor Decree No. 337/2020 concerning the emergency response status of the Covid-19 outbreak. The program of activities in RPTRA carried out by officers during the Covid-19 pandemic only focused on maintaining the RPTRA, while community services were almost non-existent. The results of this study indicate that the programs run by RPTRA during the Covid-19 pandemic are: (1) carrying out environmental cleanliness of RPTRA; (2) perform plant maintenance;

(3) perform maintenance of RPTRA facilities and infrastructure. RPTRA officers carry out RPTRA cleanliness maintenance in turn according to the work schedule. Cleaning maintenance at RPTRA is carried out in the morning and evening, including cleaning the outdoor area and all rooms in the RPTRA. Plant maintenance is carried out by RPTRA officers every day to keep the plants in the RPTRA growing fertile and well-maintained. The maintenance of infrastructure facilities carried out by RPTRA officers during the Covid-19 pandemic includes maintenance of children's play infrastructure, libraries, lactation rooms, the main building, and all infrastructure owned by each RPTRA.

4.2. Public expectations of RPTRA services during the Covid pandemic 19

Based on the results of interviews, observations and group discussion forums, the results show that the forms of service expected by the community are (1) RPTRA is opened for children to visit and use play facilities even though it uses the covid 19 protocol; (2) RPTRA is opened for adults and the elderly to visit and use sports facilities even though it uses the Covid 19 protocol; (3) RPTRA continues to carry out social activities in the form of providing learning for children even though it is online. The public hopes that in general the RPTRA will not completely stop services because of the COVID-19 pandemic, but will continue to provide services without ignoring government regulations regarding health protocols in carrying out activities in public places such as in RPTRA. The challenges to community expectations have not been answered by the parties involved in the RPTRA due to various shortcomings. Basically, the limitations caused by the Covid-19 pandemic should be overcome by utilizing information and communication technology. Some services to the community should still run through the online system. In line with research results from Agostino that the social challenges that have emerged after the outbreak of the COVID-19 pandemic have forced public institutions or government institutions to carry out digital acceleration to optimize public services. Basically, digital transformation in services can be implemented in RPTRA, but it has not been done.

5. CONCLUSION

The activity program in RPTRA is basically an implementation of ten main programs for Family Welfare Empowerment (PKK). The PKK program in its implementation is divided into four Working Groups (POKJA), namely (1) working group I focuses on the field of Living and Practicing Pancasila and the field of mutual cooperation, (2) working group II focuses on the

field of education and skills and the area of developing cooperative life, (3) working group III focuses on the field of food, clothing, and housing and household management, (4) working group IV focuses on health, environmental sustainability and healthy planning.

The programs run by RPTRA during the Covid-19 pandemic are: (1) carrying out environmental cleanliness of RPTRA; (2) perform plant maintenance; (3) perform maintenance of RPTRA facilities and infrastructure. The RPTRA program expected by the community during the Covid-19 pandemic, namely: (1) The community is allowed to visit RPTRA even though it is carried out with strict health procedures; (2) The public may do sports and play in RPTRA in accordance with strict health procedures; (3) Educational programs in RPTRA continue to run online.

REFERENCES

- [1] Jack, G. (2012). *The Role of Place Attachments in Wellbeing*. England: Ashgate
- [2] Rosyidin, Wira Fazri, Giyanti Sri, dan Dahlia, S. (2017). Analisis spasial ruang publik terpadu ramah anak (rptra) "puspita" sebagai urban resilience di kelurahan pesanggrahan jakarta selatan. *Jurnal Geografi Edukasi dan Lingkungan*, 1(1), 19–26.
- [3] Prakoso, S. dan D. J. (2018). Rasa Kelekatan Anak Pada Ruang Publik Terpadu Ramah Anak. *Jurnal Arsitektur* Volume, 17(1), <https://doi.org/10.24853/nalars.17.1.1-10>.
- [4] Hidayat, Rakhmat dan Utari, Ayuningtyas Suciani. (2018). Dari Krisis Ruang Publik ke Kemitraan Intersektoral: Studi Kasus di RPTRA Kalijodo, Jakarta. *Jurnal Sosial Humaniora*, 11(2), 82-94.
- [5] Utami dkk. (2016). Partisipasi masyarakat kota berbasis manfaat dalam membentuk taman publik ramah anak. *Jurnal Lanskap Indonesia* 8 (2) 28-38.
- [6] Rustanto, AE. (2019). *Kunci Sukses Pelayanan Bisnis*. Yogyakarta: Bening Pustaka.
- [7] Lumbanraja, Anggita Doramia. (2020). Urgensi Transformasi Pelayanan Publik melalui E-Government Pada New Normal dan Reformasi Regulasi Birokrasi. *Administrative Law & Governance Journal*. 220-231.
- [8] Sujatini, Soemardi S.; T.P., Abimanyu T; Darmajanti, L. (2015). Temporary Public Open Space as a Spatial Product on Social Life of City. *International Journal of Engineering and Technology*. 7(2), 156.
- [9] Rupa, Charita Kishore. (2015). *Importance of public spaces in cities*. London: Architectural Association Scholl of Architecture Graduate Scholl Programmes.
- [10] Francis, Jacinta, etc. (2012). Creating sense of community: The role of public space. *Journal of Environmental Psychology*. 32, 401-409.
- [11] Mokhlis, Safick. (2012). The Influence of Service Quality on Satisfaction: A Gender Comparison. *Public Administration Research*, 1(1), 103-112.
- [12] Herlina, Netti. (2018). Implementation of the Child-Friendly Integrated Public Space Policy (RPTRA) at RPTRA Utama Cengkareng West Jakarta. *XIX PLPB Journal* (1) 42-58.
- [13] B. Bestari, Rully. (2018). Ruang publik terpadu ramah anak (rptra): layakkah Sebagai ruang publik ramah anak. *Semnas Pakar ke 1*. 293-298.
- [14] Muhamad, Nafil Attar (2017). *Evaluasi Kinerja Ruang Publik Terpadu Ramah Anak (RPTRA) Cililitan, Jakarta Timur*. Yogyakarta: Universitas Gajah Mada.
- [15] Samsudin dan Primi. (2018). evaluasi kualitas fisik dan nonfisik pada ruang publik terpadu ramah anak (RPTRA). *Jurnal Arsitektur, Bangunan, & Lingkungan* 7 (1) 31-40.
- [16] Creswell, Jhon W. 2016. *Research Design Pendekatan Kualitatif, Kuantitatif, dan Mixed*. Pustaka Pelajar. Yogyakarta.
- [17] Zeithaml, V.A., Parasuraman, A. and Berry, L.L. (1990), *Delivering quality service: Balancing Customer perceptions and expectations*, Free Press, New York, NY
- [18] Reza dan Farah. (2014). pengaruh kualitas pelayanan terhadap kepuasan pelanggan pengguna jasa lapangan futsal. Universitas Telkom. *Jurnal September 2014*.
- [19] Dwi dan Febriana. (2010). Pengaruh Kualitas Layanan terhadap Kepuasan Pelanggan dalam Membentuk Loyalitas Pelanggan. *Jurnal Ilmu Administrasi dan Organisasi* 17 (2) 114-126.
- [20] Tjiptono, Fandy. (2011). *Strategi Pemasaran. Edisi 3*. Yogyakarta: ANDI.
- [21] Riyanto, Agus. (2015). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Konsumen Pada Rumah Makan Ssp (Special Super Penyet). Solo: Universitas Muhammadiyah Surakarta.
- [22] Hartanty, Sri. (2015). *Sistem Pakar Dan Pengembangannya*. Solo: Muhammadiyah University of Surakarta.