

Second Year Public Service Performance Management at The Regional Border Management Agency of Riau Islands Province

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Abstract— Entering the second year of the existence of the Regional Border Management Agency (RBMA) of Riau Islands Province in improving public services, it is necessary to analyze the performance of public services. This study aims to analyze the performance of public services at RBMA, using a qualitative descriptive method through a Likert Scale psychometric measurement which provides an overview of the phenomenon by presenting factual, systematic, and accurate data from service recipients. The data collection technique in this study was carried out by surveying through online questionnaires. The elements surveyed related to community satisfaction [1] are service suitability, mechanism and procedure aspects, length of service, specifications for types of service products, aspects of implementing behavior, facilities and infrastructure, service competence, handling complaints from service users, and service fees [2]. The study results show that in general the performance of RBMA's public services in the second year has increased from the previous year with good work quality, and the service outcome rating of 86.26 is included in category B.

Keywords—performance management, public services, surveys, Likert scale

I. INTRODUCTION

The main function of the presence of government in development is creating general welfare, through public services [3]. Then, one of the stages to improve public services by carry out an analysis of the performance public services, this is stated in Constitutions Number 25 of 2009 about public services [4]. Public service pay attention because public views it's still below expectations, so government officials must improve the quality of service sustainable [5].

Likewise RBMA of Riau Islands Province which returned as a regional apparatus organization in Riau Islands Province at December 2021, based on Governor's Regulations Number 92 of 2021 about Position, Organizational Structure, Duties and Functions, then revised by Governor's Regulations Number 1 of 2023. In second year RBMA necessary to always improve the performance of its public services.

In first year, RBMA based on the Public Satisfaction Survey (PSS) generally obtained a public service with a score of 84.80 in category B, which means good quality performance. There is great hope the performance quality in the second year RBMA can be improved.

II. LITERATURE REVIEW

According to Tahir (2022) performance is defined as the level of achievement in carrying out tasks, while performance analysis is the result of organizations, groups, or individuals in evaluating performance, where this performance analysis will provide feedback to goals achievement and objectives performance in planning, until the process of implementing performance [7].

Performance analysis is usually carried out in stages to provide an overview of organizational performance over a certain period [8]. Performance evaluation analysis includes the process of evaluating, reviewing, and measuring organizational performance. In principle, performance evaluation carried out at the end of a certain period to get an overview of the organization's overall performance [9].



Fig. 1. Purpose of Performance Evaluation (2022)

One of the guidelines to assessing the quality of public services is a survey by government work units which be carried out every year, which is mandate of Ministerial Regulation Empowerment of State Apparatus and Bureaucratic Reform Number 14 of 2017 about Guidelines

for Compiling a Public Satisfaction Survey of Public Service Providers [10].

The following is the legal basis for compiling a PSS at RBMA Riau Islands Province:

- 1) Constitutions Number 25 of 2009 about Public Services.
- 2) Government Regulations Number 96 of 2012 about Implementing Constitutions Number 25 of 2009 [11].

III. BACKGROUND

RBMA Riau Islands Province, to improve service quality, has conducted a PSS to measure the achievement of service performance on the level of community satisfaction including work partners as service users conducted regularly.

PSS in 2023 is a study of RBMA services related to borders data and information services, facilitation of foreign cooperation in border areas, development proposals in border areas, coordination of development implementation in border areas.

The scope of preparing a public service performance study to the Community/Work Partners of RBMA, includes study methods and elements to be evaluated, preparation stages for PSS, data processing stages, discussion of community satisfaction study results, conclusions, and follow-up plans and suggestions from public service performance studies [12].

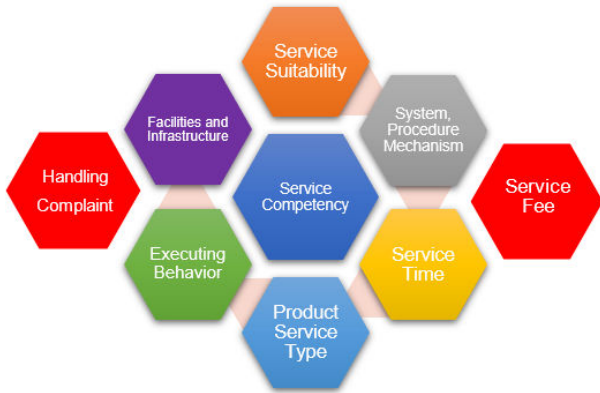


Fig. 2. Nine Elements of Community Satisfaction Survey (2022)

IV. RESEARCH METHOD

The method to PSS uses a qualitative approach with Likert scale measurements [13]. The Likert scale is a psychometric scale that is commonly used in questionnaires, and it's a scale that often used in research [14]. On a Likert scale, respondents are asked to determine their level of agreement with a statement by choosing one of the available options [15].

Referring to Permen PANRB Number 14 of 2017, there are nine elements of a survey of public satisfaction with the implementation of public services which are aspects of measuring public satisfaction as follows:

1. Service Conformity;
2. Systems, Mechanisms, and Procedures;
3. Service Time [16];
4. Product Specification Service Type;

5. Executing Behavior;
6. Facilities and infrastructure;
7. Service Competence;
8. Handling of Service User Complaints; and
9. Service Fees [17].

There are 70 respondents, determined randomly by intersects community and work partners with RBMA. The Krejcie and Morgan sample tables were used for the sample size and population proportions.



Fig. 3. Research Stages (2022) [18]

An online form using Google Form is used as a public service questionnaire form. Design answers for each element of service questions in the questionnaire form are multiple choices. The accumulation of selection of questionnaire answers reflects the quality of services [19].

The level of service quality ranges from very good to very bad with a perceived value of 1 to 4. The weighted average value of each service element calculates the survey value.

TABLE I. PERCEPTION VALUE, COMMUNITY SATISFACTION SURVEY CONSERVATION INTERVAL, SERVICE QUALITY AND SERVICE PERFORMANCE UNIT

Perception Value	Interval Value	Conservation Interval Value	Service Quality	Service Unit Performance
1	1,00 – 2,5996	25,00 – 64,99	D	Bad
2	2,60 – 3,064	65,00 – 76,60	C	Not Good
3	3,0644 – 3,532	76,61 – 88,30	B	Good
4	3,5324 – 4,00	88,31 – 100,00	A	Very Good

V. RESULT AND DISCUSSION

The calculation of PSS will produce a total value for each service unit which is determined by the average value of each service element. The composite (combined) value is the sum of the average of each service element multiplied by the same weight is 0.143. The average element results are as follows:

TABLE II. AVERAGE RESULT OF EACH SERVICE ELEMENT

Number	Service Elements	Service Element Value
1	Service Conformity	3,39
2	Systems, Mechanisms, and Procedures	3,41
3	Service Time	3,44
4	Product Specification Service Type	3,43

Number	Service Elements	Service Element Value
5	Executing Behavior	3,43
6	Facilities and infrastructure	3,34
7	Service Competence	3,37
8	Handling of Service User Complaints	3,28
9	Service Fees	3,98

a. Data From PSS of RBMA, 2023

The result of services element value showing a number above 3, means that overall the service performance elements are good. The table stated that the highest value on service fees is because each service at RBMA is free of charge.

Nevertheless, service users decide that complaint handling services are still low with an average score 3.28, this indicates that complaint-handling needs to be further improved. The other service elements lowest after complaint handling services is facilities and infrastructure, this is because RBMA has only been running for 2 years, so there are many limitations especially the budget.

VI. CONCLUSION

Based on the results of the service performance analysis, it can be concluded that service elements are still unsatisfactory, especially in handling complaints from service users. Therefore, RBMA should consider providing a smartphone-based online complaint service in the future. This service can be downloaded from application on Smartphone. Likewise with facilities and infrastructure, hope that the future will get better.

The index value of RBMA government services in 2022 getting a value of 84.80 and the quality of service is included in the B or good category. In the second year in 2023 it has increased to 86.26 in the same category.

Then, to increase the transparency of public information at RBMA, it is recommended that a website be immediately built with a special page to handle complaints, suggestions and feedback in a responsive manner.

The various characteristics of respondents in responding to service elements at RBMA, it is necessary to improve public services in government services to the community, through two things, the first facilities and infrastructure are completed continuously so that the performance of RBMA can be increased. As the second, for the sake of convenience and smooth service to the community, services related to complaints of problems must be improved [20].

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