

**IMPLEMENTATION OF PUBLIC SERVICE POLICIES IN THE  
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**ABSTRACT**

The purpose of this study is to determine the principle of public service in the office of the Bima City weighbridge retribution, the population of this study is 39 respondents consisting of leaders and, drivers, and traders / entrepreneurs, given the relatively small population and easy to reach population distribution, the sample of the population using random sampling so that the sample amounted to 30 respondents. Quantitative descriptive research is research that is used to analyze data by describing it. Quantitative descriptive is meant in this study, describes and describes and analyzes the answers from the sample that provides options for the answers provided in the form of a questionnaire. The results of this study are the responses of respondents, who said that 20 people or 51.28% answered accordingly, 12 people or 30.77% answered accordingly, 7 people or 17.95% who answered did not fit. or 0% For the simplicity of public service variables, which means that services are carried out in an easy, fast, precise, straightforward, straightforward manner, easily understood by the people who carry out services

**Keywords;** Implementation, Retribution, Public Service

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**A. PENDAHULUAN**

One thing that until now is often still a problem in relation to the relationship between the people and the government in the region is in the field of public service, especially in terms of the quality or quality of service of government officials to the community. The government as a service provider for the community is required to provide higher quality services. Especially in the face of competition in the era of globalization, the quality and services of government officials will be increasingly challenged to be more optimal and able to answer the increasingly high demands of the community, both in terms of quality and quantity of services. The purpose of public service or also called excellent service is to provide services that can meet and satisfy the public (customers) or society in general and provide service focus on customers. Excellent service to the community is based on the determination that "Service is Empowerment". Poor public service delivery remains a strong challenge for the Indonesian government the situation is intractably related to Indonesian bureaucracy which plays the most important role in public service delivery (Arwanto & Wike Anggraini, 2022).

According to Moenir in Sapri and Amin (2017) that public service is an activity carried out by a person or group of people on the basis of material factors through certain systems, procedures and methods in order to fulfill the interests of others in accordance with their rights. Meanwhile, according to tjiptono and chandra (2005: 121) service quality is a measure of how good the level of service provided is according to customer expectations. Wasistiono (2003) in Sagita (2010) "service is the provision of services either by the government, private parties on behalf of the government or private parties to the community, with or without payment in order to meet the needs and interests of the community". According to Presidential Instruction Number 1 of 1995 concerning Improvement and Improvement of Service Quality, it is stated that the essence of public services is: first, improving the quality of productivity of the implementation of the duties and functions of government agencies in the field of public services; second, Encouraging efforts to streamline service systems and procedures, so that public services can be organized in an efficient and effective manner; third, Encouraging the growth of creativity, initiative and community participation in development and by improving the welfare of the wider community.

If detailed public services include: infrastructure (roads and bridges), family education, health services, rehabilitation of village facilities, housing and administrative services and so on. So improving services in the public sector is clearly an urgent need in the context of reforming State Administration, improving services to the community is the key to success rather than empowering, so that it will foster public or community trust in the government. The trust in question is the beginning or capital of collaboration and community participation in development programs. Dwiyanto (2010: 18) states that "public services must be seen from the characteristics and nature of the service itself, not from the characteristics of the organizing agency or the source of financing alone".

Excellent service will be beneficial for improving government services to the community as customers and a reference for the development of service standards. Both servants and customers or Stakeholders in service activities, will have a reference, why, when, where, with whom and how services are carried out. Service is the essential main task of the figure of the apparatus as a servant of the State and a servant of the community. This task has been clearly outlined in the preamble of the 1945 constitution in the fourth paragraph which includes 4 (four) aspects of the main service of apparatus officers to the community. These are to protect the entire Indonesian nation and the entire Indonesian blood spill, to promote general welfare, to educate the nation's life and to implement world order based on independence, eternal peace and social justice.

According to ealua and Kenneth prewitt quoted by Charles o. jones, a policy is a standing decision characterized by behavioral consistency and repetitiveness on the part of both those who make it and those who abide by it. (a standing decision characterized by behavioral consistency and repetitiveness on the part of both those who make it and those who abide by it). Budi Winarno reminds us that in defining policy, we must look at what should be done rather than what is proposed about the problem. The reason is because policy is a process that also includes the

implementation and evaluation stages so that a policy definition that only emphasizes what is proposed is inadequate.

The scope of public services and services (Public Service) covers a very broad aspect of people's lives public services and services start from a person in the womb Public services are examined by doctors. Government or doctors who are educated at universities, take care of birth certificates of population documents, pursue education at public universities, enjoy foodstuffs whose markets are managed by the government, occupy government-subsidized houses, obtain various licenses related to the business world they are engaged in until someone dies and requires a letter of introduction, as well as a death certificate to get a Public Cemetery (TPU). The extent of the scope of public services tends to be highly dependent on the ideology of a country's economic and political system. Countries that call themselves socialist countries tend to have a wider scope compared to capitalist countries. The delivery of digital based public service as an integral of local and village government programs that contribute significantly to improving the effectiveness and efficiency of community service and community empowerment (Jamaludin Ahmad, 2020).

Public service is the implementation of the government bureaucracy based on Law number 25 of 2009 concerning public services and carrying out good public service functions to the community is a reflection of the government's responsibility in carrying out the mandate of legislation if service providers refer to regulations concerning general guidelines for public service delivery, including simplicity, clarity, certainty of time, accuracy of service, discipline, courtesy and friendliness, it is certain that the services provided are of high quality. Based on law number 25 of 2009 article 4 concerning public services, that all public service providers are required to provide services based on public interest, legal certainty, equal rights, balance of rights and obligations, professionalism, participation, equality of treatment / non-discrimination, openness, accountability, facilities and special treatment for vulnerable groups, timeliness, speed, convenience, and affordability.

Then law number 25 of 2009 article 21 concerning public services, the components of service standards are legal basis, requirements, systems, mechanisms, procedures, completion period, costs/tariffs, service products, facilities, infrastructure and / or facilities, competence of implementers. Internal supervision, handling complaints, suggestions, input, number of implementers, service guarantees that provide certainty that services are carried out according to service standards, security and safety guarantees in the form of a commitment to provide a sense of security, freedom from danger, and risk of doubt, evaluation of implementer performance. Meanwhile, according to Moenir as cited by Tangkilisan (2005), "service is the process of meeting needs through the activities of other people directly".

According to Thomas R. Dye, policy is what the government does and what the government does not do. Dye said that if the government wants to do something then there must be a goal and public policy must include all government actions or government officials only (Inu Kencana, 2007). Then Chandler and Plano define public policy as the strategic use of existing resources to solve public or government problems (Harbani Pasolong 2010). (<http://repository.uin->

[suska.ac.id/3988/3/BAB%20II.pdf](https://suska.ac.id/3988/3/BAB%20II.pdf)). The public or public sector is not private, which includes many people, related to or about a country, nation, or society, which is not affiliated with the nation's government. In Indonesian, the use of the word "public" is often replaced with "general", for example public companies and public companies. (<https://id.wikipedia.org/wiki/Publik>).

But the breadth of coverage of public services and services is not synonymous with their quality. Since public services and services are a way of allocating resources through political mechanics rather than through markets, the quality of services is highly dependent on political democracy. The consequence of this is that countries whose democratic pillars do not work optimally are unlikely to achieve better quality public services and even so, public services without a democratic political process tend to open up space for corrupt practices. Therefore, services at the Bima City Weighbridge Retribution Office need to be developed again with new discoveries in local government management practices, one of the opportunities that can be developed is the provision of services with several quality alternatives. Providing convenience to the community to access data and accelerate the service process to the community in other words, the government is helping the community in obtaining their rights and the community helps the government by not sacrificing the service function as the main task of the government. A public innovation is considered beneficial fit contributes to society improvement by mitigating the occurrence or reducing the adverse impact of recurring problems (Hisyam Yusril Hidayat, 2020).

The purpose of this study was to determine the quality of public services at the weighbridge retribution office in Bima City, Meanwhile, according to tjiptono and chandra (2005: 121) service quality is a measure of how good the level of service provided is according to customer expectations. Wasistiono (2003) in Sagita (2010) "service is the provision of services either by the government, private parties on behalf of the government or private parties to the public, with or without payment in order to meet the needs and interests of the community"..

## **B. METODE**

This research was conducted at the Bima City Weighbridge Retribution Office located at the port of Bima from September 20 to November 21, 2020. Quantitative descriptive research Observation data collection techniques, questionnaires, and subsequent documentation after the data is collected. research used to analyze data by describing. Quantitative Descriptive is intended in this study, describing and describing and analyzing the answers of samples that provide choices for answers that have been provided in the form of questionnaires.

## **C. HASIL DAN PEMBAHASAN**

In today's community service, it is basically a national task that is the responsibility of government and private agencies, both at the central, regional and sub-district to village levels. In order to organize the function of service to the community at the sub-district level, the Raba Sub-district Office of Bima City as one of the government agencies, has a fairly broad scope of duties and authority.

Officials at the Raba Sub-District Office of Bima City in carrying out these service tasks are required to improve the quality or quality of their services, because the insight, critical thinking and dynamics of society are increasingly developing along with advances in science and technology in today's era of globalization.

### 1. Implementation Of Public Services With The Principle Of Reliability

In connection with the simplicity of the public service system that requires reliable and uncomplicated services in various matters that require reliability in serving so that it is not boring to receive and wait for services provided by officers or employees of the bima city weighbridge office. The answers obtained from the processed data are as follows:

Table 1:  
Respondents' Responses Regarding the Reliability of Public Services at the Bima City Weighbridge Office.

No.	Research Criteria	Frequency (N)	Percentage (%)
1.	Very Reliable	20	51,28
2.	Reliable	12	30,77
3.	Less Reliable	7	17,95
4.	Very Unreliable	0	0
Total		39	100

Source: processed questionnaire results 2021

Based on the responses, respondents said it was very reliable or reliable 51.28%. Those who answered reliably or reliably 30.77%. Those who answered were less reliable 17.95% and those who answered were not reliable 0%. For the reliability of employees in providing public services based on service procedures, it is organized easily, quickly and without buying so that it is easily understood by the public.

Table 2:  
Employee Reliability When Providing Egalitarian Service

No.	Research Criteria	Frequency (N)	Percentage (%)
1.	Very good	7	7%
2.	Good	90	90%

3.	Less good	3	3%
	Total	100	100

Source: Bima City Bridge Retribution Office 2020

## 2. Implementation Of Public Services With The Principle Of Tangible

Relating to tangible or public service facilities at the bima city weighbridge retribution office in supporting the weighing of vehicles or car loads or expedition vehicles in supporting services at the bima city weighbridge office.

Table 3:

Respondents' Responses About Tangible or Faislitas at the Weighbridge Retribution Office of Bima City

No.	Research Criteria	Frequency (N)	Percentage (%)
1.	Very tangible	28	75,79
2.	Tangible	9	23,08
3	Less tangible	2	1,13
4	Not tangible	0	0
	Total	39	100

Source: processed questionnaire results 2021

In connection with the processed results of the questionnaire results above, respondents who answered were very tangible 75.79% then those who said tangible 23.08% then those who answered less tangible 1.13% and intangible 0%. It can be seen that the facilities provided by the Bima City weighbridge office are very complete in supporting the weighing of vehicles carried out by employees.

Table 4:

Acceleration Of Services For The Community

No.	Research Criteria	Frequency (N)	Percentage (%)
1.	Very good	15	15%
2.	Good	75	75%
3.	Less good	10	10%
	Total	100	100

Source: Bima City Bridge Retribution Office 2020

## 3. Implementation Of Public Services With The Principle Of Willingness

Public services at the Bima City weighbridge retribution office really need a level of willingness so that it can provide satisfaction to the people served in obtaining information as part of the implementation of public services.

Table 5:

Respondents' responses about the openness of public services at the weighbridge retribution office in Bima City.

No.	Research Criteria	Frequency (N)	Percentage (%)
1.	Very good willingness	26	67,65
2.	Willpower	13	32,35
3	Less good willpower	0	0
4	Not good willpower	0	0
Total		39	100%

Source: processed questionnaire results 2021

In connection with the processed results of the questionnaire above, respondents who answered very well were 26 people or 67.65%, who said 13 people or 32.35% were willing, while respondents who answered less well were 0% and not well 0%. The willingness of pegawai in providing services has been done, it means that it shows that the principle of willingness has been applied seriously. The majority of respondents gave an assessment of this variable as being in accordance with the principles of public service or having been implemented properly.

Table 6:  
About The Openness Of Public Services

No.	Research Criteria	Frequency (N)	Percentage (%)
1.	Very good	19	19%
2.	Good	67	67%
3.	Less good	14	14%
Total		100	100

Source: Bima City Bridge Retribution Office 2020

#### 4. Implementation Of Public Services With The Principle Of Insurance

This insurance principle has been applied as part of good public implementation, for this reason the following are the results of the implementation of public services at the Bima City Bridge Retribution Office:

Table 7  
Respondents' responses about the willingness of employees to provide public services at the weighbridge retribution office in Bima City.

No.	Research Criteria	Frequency (N)	Percentage (%)
1.	Very insurance	30	76,92
2.	Good insurance	9	23,08

3	Lack of insurance	0	0
4	Very uninsured	0	0
Total		39	100

Source: processed questionnaire results 2021

Listening to the processed results of the questionnaire results who answered very insurance as much as 76.92%, who answered good insurance 23.08% and answered less insurance 0% who answered very not insurance 0%. This means that the existence of a service guarantee that already exists at the bima city bridge retribution office provides satisfaction for the community to remain satisfied with obtaining service guarantees.

Table 8:  
Service Guarantee

No.	Research Criteria	Frequency (N)	Percentage (%)
1.	Very good	24	24%
2.	Good	51	51%
3.	Less good	25	25%
Total		100	100

Source: Bima City Bridge Retribution Office 2020

## 5. Implementation Of Public Services With The Principle Of Empathy

This principle of empathy makes officers or employees more empathetic in providing services, especially people who do not understand about services at the bima city bridge retribution office.

Table 9:  
Respondents' responses about the willingness of employees to provide public services at the weighbridge retribution office in Bima City.

No.	Research Criteria	Frequency (N)	Percentage (%)
1.	Very empathetic	30	86,92
2.	Good empathy	9	13,08
3	Lack of empathy	0	0
4	Very unempathetic	0	0
Total		39	100

Source: processed questionnaire results 2021

Respondents answered very empathetic as much as 86.92% then answered good empathy 13.08%, then respondents who answered less empathy 0% and answered very unempathetic 0%. It is very well seen that the empathy found in



officers or employees at the bima city bridge retribution office is very good so that a sense of humanity is very visible.

Table: 10  
Public satisfaction for services at the bima city bridge retribution office  
year 2019

No.	Research Criteria	Frequency (N)	Percentage (%)
1.	Very satisfied	29	29%
2.	Satisfied	59	59%
3	less satisfied	12	12%
Total		100	100

Source: Bima City Bridge Retribution Office 2020

#### D. SIMPULAN (Arial, 12pt Bold)

Respondents said it was very reliable or reliable 51.28%. Those who answered reliable or reliable 30.77%. Who answered less reliable 17.95% and who answered not reliable 0%. In connection with the processed results of the questionnaire results above, respondents who answered were very tangible 75.79% then those who said tangible 23.08% then those who answered less tangible 1.13% and those who answered intangible 0%. In connection with the processed results of the questionnaire above, respondents who answered very well 26 people or 67.65%, who said well 13 people or 32.35%, while respondents who answered less well 0% and not well 0%. Listening to the processed results of the questionnaire results who answered very insurance as much as 76.92%, who answered good insurance 23.08% and answered less insurance 0% who answered very not insurance 0%. Respondents answered very empathetic as much as 86.92% then answered good empathy 13.08%, then respondents who answered less empathy 0% and answered very unempathetic 0%.

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