

Public Perception Index towards Civil Registry Service of Pamekasan Regency



Fajar Surahman¹, Abubakar Basyarahil², Sukron Ma'mun³

^{1,2,3}Public Administration Study Program, Faculty of Administrative Sciences, Universitas Madura

ABSTRACT: Measuring public perception index on a certain public service is considered to be important if we want to determine its quality. This study was aimed to measure public perception index towards Civil Registry Service in Pamekasan. The method used in this study was survey in reference to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 about guidelines for arranging survey of public perception unit. There were nine indicators of public perception index. The result of this study showed that service offered by Civil Registry Service in Pamekasan was good.

KEYWORDS: public perception, public services, civil registry service of pamekasan.

INTRODUCTION

The term of public service has become common today since the last decade of regional autonomy policies implementation. Unfortunately people sometimes forget about the orientation of public service itself. It is not only how to change about people's mindset, but also how to provide better public service. (Djajuli Didi: 2018).

Some questions appeared among people whether the bureaucracy had fulfilled people's demand or not. In reality, It showed that civil registry service in pamekasan has not met people's demand since a lot of people often criticizes by mass media about its services, such as the process of making identity card, birth certificate, land certificate, etc. (Rasyid in Nurdin Ismail: 2019: 2).

Complicated bureaucracy should be avoided from parties who ignored public interest to make it power center because it is dangerous for them. Some complaints that often delivered such as:

1. a complicated process of allowing license
2. some unreasonable requirements
3. bustle activities in bureaucracy
4. unable to be reached by phone
5. using tricky words, for example "your document is being processed"

(Barzeley, Michael in Silaban, 2003: 43).

Based on the initial research, it was found that a bureaucracy in civil registry service in Pamekasan tend to be unfriendly, less transparent, tardy, high cost, and discriminating people based on their social status (Nurdin Ismail: 2019: 3).

Based on the problem above, the researcher wanted to do a study about public perception index towards civil registry service of Pamekasan regency since the result of this study can be used as a reference to provide a better service.

RESEARCH OBJECTIVE

Based on the statement of the problems mentioned above, the objective of this research was to know public perception index towards civil registry service of Pamekasan regency. Later, it was expected that the result of this study would be used as a reference to improve the service's quality

RESEARCH METHOD

This research was intended to measure public perception towards civil registry service of Pamekasan regency. To collect data, the researcher conducted a survey to the research sample from April up to August of 2020.

The following steps had been done in conducting the research, as follows:

1. Planning
 - a. Determining Location of Study

Public Perception Index towards Civil Registry Service of Pamekasan Regency

This research was conducted at civil registry office in Pamekasan regency

b. Arrangng Public Perception Survey

The Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 become guidelines for arranging survey of public perception unit. It was carried out through the stages of preparation, implementation, data processing and data presenting as the following steps:

1. Developing instruments
2. Determining Respondents
3. Conducting research
4. Processing the result of research
5. Presenting and reporting the result of research

2. Data collection

Data were collected by using mix method. It is a combination of Qualitative and Quantitative method in one way (Sugiyono, 2011:18). This kind of method was used to get more comprehensive, valid, reliable and objective data.

Data collection technique was conducted by giving questionnaire to respondents. To make easier, the questionnaires were written in google forms so they could answer the questions by using their smartphone. In this case, the respondents were chosen randomly based on their area coverage of each service unit at civil registry office of Pamekasan regency in 2020 while the number of sample and population was considered by using Morgan and Krejcie table as follows:

Population	Sample	Population	Sample	Population	Sample
10	10	220	140	1200	291
15	14	230	144	1300	297
20	19	240	148	1400	302
25	24	250	152	1500	306
30	28	260	155	1600	310
35	32	270	159	1700	313
40	36	280	162	1800	317
45	40	290	165	1900	320
50	44	300	169	2000	322
55	48	320	175	2200	327
60	52	340	181	2400	331
65	56	360	186	2600	335
70	59	380	191	2800	338
75	63	400	196	3000	341
80	66	420	201	3500	346
85	70	440	205	4000	351
90	73	460	210	4500	354
95	76	480	214	5000	357
100	80	500	217	6000	361
110	86	550	226	7000	364
120	92	600	234	8000	367
130	97	650	242	9000	368
140	103	700	248	10000	370
150	108	750	254	15000	375
160	113	800	260	20000	377
170	118	850	265	30000	379
180	123	900	269	40000	380
190	127	950	274	50000	381
200	132	1000	278	75000	382
210	136	1100	285	100000	384

Source: Krejcie, R. V., & Morgan, D. W. (1970).

Public Perception Index towards Civil Registry Service of Pamekasan Regency

3. Data Analysis

After collecting the data, the data were analyzed by the following steps:

a. Likert Scale Measurement

Each question on the instrument in this study was scored based on likert scale as follows:

- score 1 means that the question is not easy
- score 2 means that the question is less easy
- score 3 means that the question is easy
- score 4 means that the question is very easy

If there are some questions that are not filled by the respondent, it will affect on the average value (NRR) of system, mechanism and service's procedure.

$$\text{Average Value} = \frac{\text{total value}}{\text{total score of questionnaire}}$$

Firstly, the researcher determined a weighted average of sytem, mechanism and service procedure before calculating public perception index. From the calculation, it was known that those data had a same weighted average. It determined by using this following formula:

$$\text{Weighted Average} = \frac{\text{total weights}}{\text{total elements}} = \frac{1}{1} = 1$$

Weighted average was used to obtain the value of public perception index, as the following formula:

$$\text{Weighted Average} = \text{Average Value (NRR)} \times 1$$

To ease on interpreting the index of public perception that has a range between 25-100 point, so the totsl value is converted into 25 as the following formula:

$$\text{Public Perception Index} = \text{Total average value} \times 25$$

Considering that each service unit has different characteristics, then it should make adjustment as follows:

- Adding some relevant elements to service unit that wanted to be measured.
- Giving higher point on dominant element of each service by considering that the amount point of all elemenets used is fixed.
- If there is no dominant element that would be ranked, each element is given a same point.

b. Data Analysis

To analyze data, this study used two ways as follows:

1. Computer Processing

The data got from this research were analyzed by using computer program or database system.

2. Manual Processing

- The researcher input the data of the questionnaire into a specific form according to the elements assessed
- The next step was calculating the average value and the obtained value of public perception index towards civil registry service of Pamekasan then examining their qualities.

4. Validity and Reliability Test

A test is valid if it measures what it claims to measure. This reseach wanted to measure about public perception index towards civil registry service in Pamekasan Regency, so validity test calculated by SPSS output was also conducted in this study.

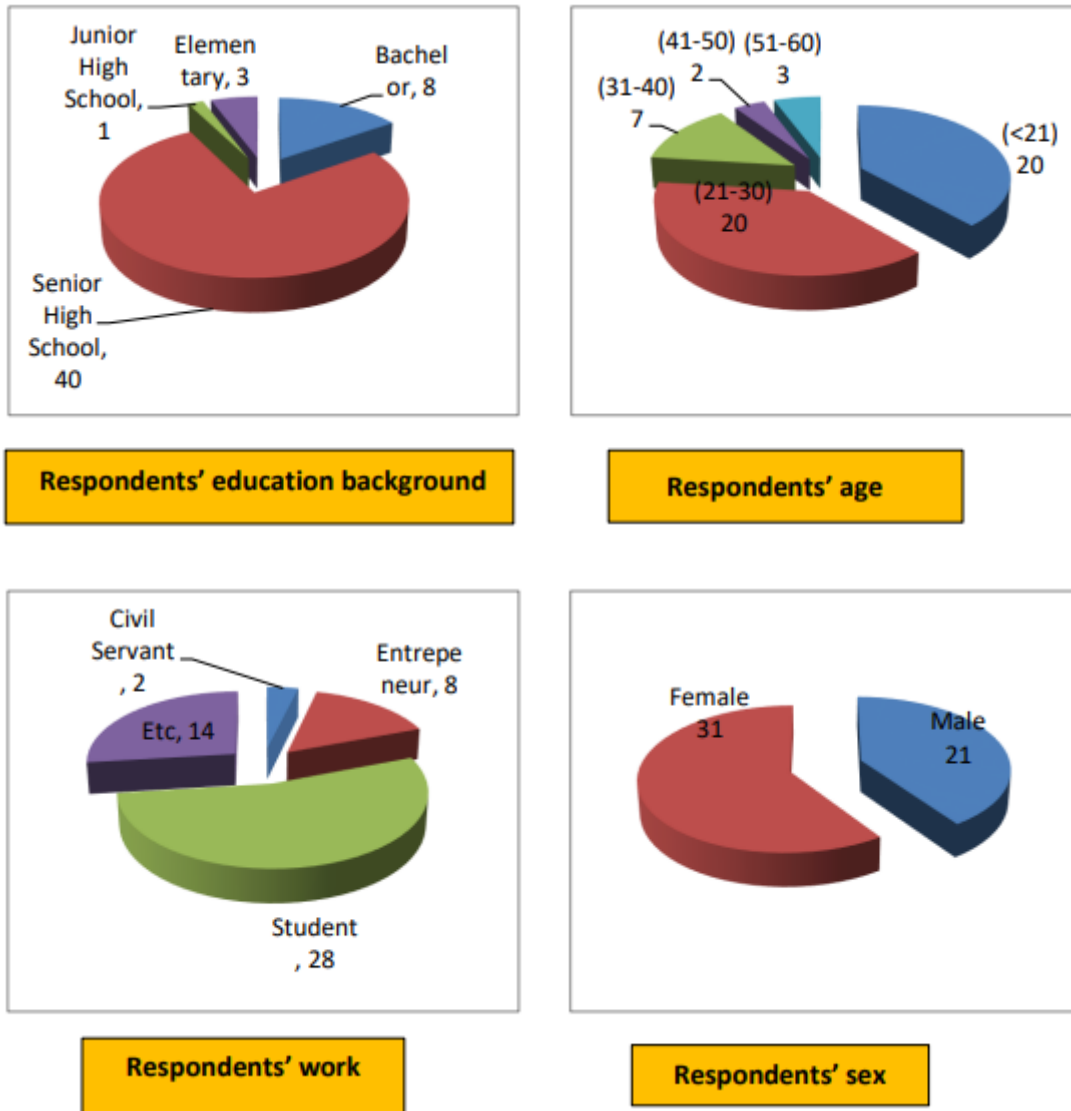
Reliabilty test was also applied in this research to know how consistently the respondents' answer under the same conditions as their consistent answer affects on the result of data. If the researcher applied the same method to the same sample under the same conditions and he/she gets the same results, it means that the method of measurement is reliable. A test variable called reliable if a value in SPSS examination indicated $\alpha > 0,60$ (Ghozali, 2005).

RESULT AND DISCUSSION

The researcher collected data about public perception index towards civil registry service of Pamekasan regency in 2020 as described below:

Public Perception Index towards Civil Registry Service of Pamekasan Regency

1. Respondents' profile of civil registry service of Pamekasan regency



Actually government plays a crucial role as a non-profit public organization that provides public service to community. In this case, a public service office was built to fulfill communities' need as stated in Law Number 25 of 2009 concerning public services. Service quality is a condition in which a dynamic relationship is created between users and service providers (KKP, 2019)

2. Analysis of public perception index towards civil registry service of Pamekasan regency

Some data got from the survey of public perception index towards civil registry service of pamekasan regency in 2020 described in table 1 and table 2 as follows:

Table 1. Public Perception per Indicators Towards Civil Registry Service

Respondents' number	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Indicators	Score																					
Requirements	3	3	4	4	3	3	3	3	3	3	3	3	2	3	3	3	4	4	4	4	4	2
Procedurs	3	4	4	3	3	4	3	3	3	3	4	3	2	3	3	3	4	4	3	4	4	3
Time	2	4	4	3	3	3	4	3	2	3	3	3	2	4	3	2	4	3	3	4	3	2
Charges	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	3	4
Service Products																						

Public Perception Index towards Civil Registry Service of Pamekasan Regency

	3	4	4	4	3	3	3	3	3	3	3	3	3	3	4	3	3	4	3	4	4	4	3
Competences	3	4	4	3	3	3	3	4	3	3	3	3	4	3	3	3	4	3	3	4	4	4	3
Behaviours	3	4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	4	3	4	4	4	4	3
Facilities	3	4	4	4	2	2	2	3	3	3	3	2	1	3	3	3	4	3	3	3	3	3	3
Problem solving	3	4	4	4	3	3	3	4	1	2	4	4	3	4	4	4	4	4	4	4	4	4	4
Score each Respondents	27	35	36	33	28	28	28	30	25	26	30	28	24	31	29	28	36	31	32	35	33	27	

Source: taken from civil registry office in 2020

Table 2. Continued Data

Respondents' number	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44
Indicators	SCORES																					
Requirements	4	3	3	3	3	4	3	4	3	3	3	3	4	3	3	4	4	3	3	3	3	2
Procedurs	4	3	3	4	4	3	3	3	3	3	3	3	4	3	3	3	3	3	3	2	3	2
Time	4	3	3	3	3	3	3	3	4	3	4	3	4	3	3	4	3	3	3	2	4	3
Charges	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Service Products	4	3	3	3	3	4	3	3	4	3	3	4	4	3	3	4	4	4	3	3	4	3
Competences	4	3	3	3	3	4	3	3	3	3	3	4	4	3	3	4	4	4	3	3	4	3
Behaviours	4	4	4	3	3	4	4	3	4	3	3	4	4	3	4	4	4	4	3	3	3	3
Facilities	4	3	3	3	3	3	3	4	2	2	2	3	4	3	2	2	2	2	3	3	3	2
Problem solving	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	2	3	1	2
Score each Respondents	36	30	30	29	29	33	30	31	3	28	29	32	36	29	29	33	32	31	27	26	29	24

Source: taken from civil registry office in 2020

The value of public perception index towards civil registry service of Pamekasan regency in all services shown in the following table:

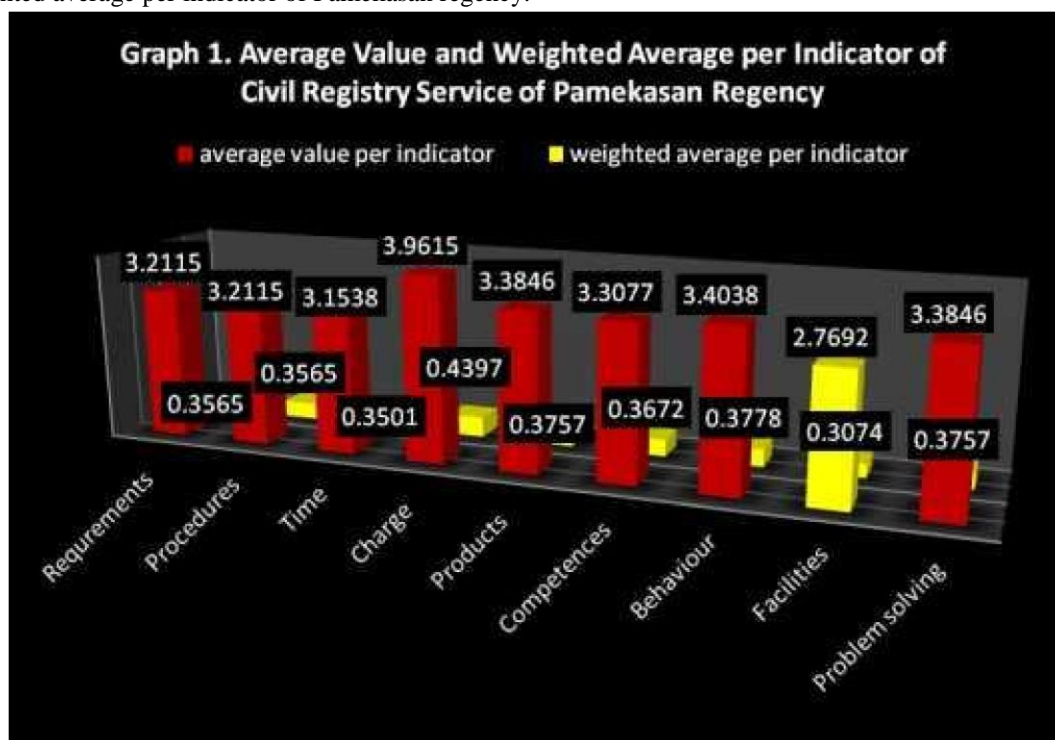
Public Perception Index towards Civil Registry Service of Pamekasan Regency

Table 3. Continued Data

Respondents' number	45	46	47	48	49	50	51	52	Total value per Indicator	Average value per Indicator	Weighted average per Indicator	Public perception index
Indicators	SCORE S											
Requirements	3	3	4	3	3	3	3	3	167	3,2115	0,3565	3,3065 X 25 = 82,6623
Procedurs	4	3	4	3	3	3	3	3	167	3,2115	0,3565	
Time	3	3	4	3	3	3	4	3	164	3,1538	0,3501	
Charges	4	4	4	4	4	4	4	4	206	3,9615	0,4397	
Service Products	3	3	4	4	3	3	4	3	176	3,3846	0,3757	
Competences	3	3	4	3	3	3	3	3	172	3,3077	0,3672	
Behaviours	3	3	4	3	3	3	3	3	177	3,4038	0,3778	
Facilities	2	3	2	2	2	3	2	3	144	2,7692	0,3074	
Problem solving	2	1	1	2	4	4	4	4	176	3,3846	0,3757	
Score each Respondents	27	26	31	27	28	29	30	29	1.549	29,7882	3,3065	

Source: taken from civil registry office in 2020

Overall public services provided by Civil Registry Office of Pamekasan regency on 2020 was categorized good with total average value of 82,6623. However, the service should be improved in term of facilities. This graph below showed average value and weighted average per indicator of Pamekasan regency.



Public Perception Index towards Civil Registry Service of Pamekasan Regency

Based on graph 1 above, we know that public perception index towards Civil Registry Service of Pamekasan regency in 2020 based on the measurement of nine service indicators had total score 82,6623. It was categorized good because the number is between service quality interval 76,61-88,30. But there was an indicator that should be improved. It was facilities segment because the interval number was in 2,6000–3,0640. It was categorized poor. In this case, Civil Registry Service in Pamekasan regency should add some facilities related to its service, such as printing equipment, card for administration document, and waiting room for service users in order to avoid queue. The facilities replenishment for the shake of providing better service of civil registry office in the future.

CONCLUSION AND SUGGESTION

Based on data analysis of public perception index towards civil registry service of Pamekasan regency in 2020 had total score 82,6623 so it was categorized as good service.

The services offered by civil registry office were easy and it did not take a long time for getting the service, so it could prevent from maladministration. However, some improvements, especially in facilities aspect is still needed so far to provide better service so civil registry office in Pamekasan will be categorized as an office which offers very good service.

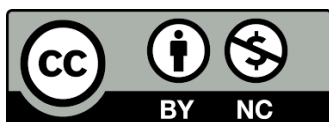
REFERENCES

Book

- 1) Abdurahman. 2018. *Capacity Building Aparatur Sipil Negara Untuk Mewujudkan Democratic Local Governance*. Univeritas Airlangga. Surabaya.
- 2) Benveniste, Guy. 1997. *Birokrasi*. Rajawali Pers. Jakarta.
- 3) Donabedian, A. (1988). *The Quality of CAre How Can it Be Assessed ? JAMA*, 260 (12), pp.17 43-48.
- 4) Gaspersz, Vincent. 2005. *Total Quality Management*. PT. Gramedia. Pustaka Utama. Jakarta.
- 5) Moore, A.D., Hamilton,J.B., Knafl,G.J.,Godley,P.A.,Carpenter,W.R., Bensen, J.T., Mohler, J.L., Mishel,Merle. (2013). *The Influence of Mistrust, Racism, Religious Participation and Access to Care on Patient Satisfaction for African American Men: The North Carolina-Louisiana Prostate Cancer Project*. Journal of The National Medical Association.
- 6) Mosadeghrad, A.M. (2013). *Health care service quality: towards a broad definition*. International Journal of Health Care Quality Assurance.
- 7) Nurdin Ismail, (2019). *Kualitas Pelayanan Publik (Perilaku Aparatur dan Komunikasi Birokrasi Dalam Pelayanan Publik)*. Media Sahabat Cendekia Pondok Maritim Indah Blok PP-7. Surabaya.
- 8) Sinambela, Lijan Poltak. Dkk. 2011. *Reformasi Pelayanan Publik*. Bumi Aksara. Jakarta.
- 9) Silaban Himsar, 2003. *Pelayanan Publik Di Era Reformasi*. Universitas Prof. Dr. Moestopo (Beragama). Jakarta.
- 10) Krejcie, R. V., & Morgan, D. W. 1970. *Determining Sample Size for Research Activities. Educational and Psychological Measurement*.

Legislations

- 1) (2015) Undang Undang Republik Indonesia Nomor 9 tahun 2015 Tentang Perubahan Kedua Atas Undang Undang Nomor 23 Tahun 2014 Tentang Pemerintahan Daerah.
- 2) Keputusan Menteri Pendayagunaan Aparatur Negara Nomor 63
- 3) Tahun 2003 tentang Pedoman Umum Penyelenggaraan Pelayanan Publik.
- 4) Keputusan Menteri Pendayagunaan Aparatur Negara Nomor 26 Tahun 2004 tentang Petunjuk Teknis Transparansi dan Akuntabilitas Dalam Penyelenggaraan Pelayanan Publik.
- 5) (2009) Undang-Undang Republik Indonesia Nomor 25 Tahun 2009 tentang Pelayanan Publik.
- 6) (2017) Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 14 Tahun 2017 tentang Pedoman Penyusunan Survei Kepuasan Masyarakat Unit Penyelenggara Pelayanan Publik.
- 7) (2019) Kementerian Kelautan dan Perikanan. Laporan Survei Kepuasan Masyarakat Pelayanan Terpadu Satu Pintu Semester 1 Tahun 2019.



There is an Open Access article, distributed under the term of the Creative Commons Attribution – Non Commercial 4.0 International (CC BY-NC 4.0) (<https://creativecommons.org/licenses/by-nc/4.0/>), which permits remixing, adapting and building upon the work for non-commercial use, provided the original work is properly cited.