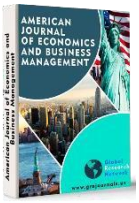

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Article

The Quality of Service for Political Party Existence Letters at the National Unity and Political Agency of North Hulu Sungai District

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Abstract: The phenomenon of the problem in this study is the lack of number of employees so that it has an impact on employment, inadequate facilities and infrastructure, lack of understanding of the management of political party existence certificates. done to improve service quality. This research uses a qualitative approach with a descriptive-qualitative type. Data collection techniques used are observation, interviews and documentation. Sources of data were taken through purposive sampling of 10 informants. After the data is collected, it is then analyzed using techniques including data reduction, data presentation, and data verification or drawing conclusions. Test the credibility of the data in this study extending observations, increasing provisions, triangulation, analyzing negative cases, and conducting member checks. The results of this study indicate that the quality of service at the National Unity and Politics Agency of Hulu Sungai Utara is quite good. The indicators for office physical facilities are quite good, the comfort of the place is not good, the employee's ability is quite good, the employee's reliability is good, the service is fast and precise, the service is quite good, the responsiveness of the employee is not good, the friendliness of the employee is good, the employee's trust is good, the attitude of the employee is good, staff attention is good. Factors that hinder political parties do not fulfill the requirements, small offices, lack of employees in the political field. Efforts were made to ask political parties again about requirements, tidy up the room, service in the political field continues. Advice for Plt. Head of the National Unity and Politics Agency of Hulu Sungai Utara Regency to improve services and provisions for registered certificates for political parties to be made specifically, convenience in the political field is given a special room to increase comfort, the need for additional qualified employees in the political field.

Keywords: Public Service Quality, Political Party Administration, Institutional Capacity, Service Delivery Performance, Local Government Agency.

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1. Introduction

Background

Law Number 25 of 2009 concerning Public Services is a law that regulates the principles of good governance, which is the effectiveness of the government's own functions [1]. Effective public services provided by governments or corporations can strengthen democracy and human rights, promote economic prosperity and social cohesion, reduce poverty, improve environmental protection, use natural resources wisely, and deepen trust in government and public administration [2], [3], [4], [5].

Based on the author's observations, several issues were found regarding the quality of service for Political Party Existence Letters at the National Unity and Politics Agency of North Hulu Sungai Regency, as follows:

1. Lack of Human Resources (HR) or insufficient number of employees, which impacts work, can slow it down, and often leads to work piling up. The Head of Political Development Division has only one person, and there is only one Functional Position, making a total of two people in the Political Development Division. The National Unity and Politics Agency needs a maximum of 5 employees in the Political Development Division to streamline operations.
2. The inadequate facilities and infrastructure make it an unsuitable workplace: the rooms are cramped, the head's office is combined with other spaces, and there is no room for the department heads, which hinders employees while working, making the work environment ineffective. Because the building is small, and when KESBANGPOL holds meetings that receive grant funding for political parties, they use a makeshift room and hold the meeting in the front yard, which makes the representatives of the attending political parties uncomfortable.
3. Lack of explanation from KESBANGPOL regarding the requirements for political party existence letters, causing political parties to be confused about completing and going back and forth to the office to complete the deficiencies in these requirements.

Based on the above-mentioned phenomena encountered in the field, the author is interested in conducting research titled "THE QUALITY OF SERVICE FOR POLITICAL PARTY EXISTENCE LETTERS AT THE NATIONAL UNITY AND POLITICAL AGENCY OF NORTH HULU SUNGAI DISTRICT."

Research Focus

This research is focused solely on the theory of Zeithaml-Parasuraman-Berry [6], which includes:

1. Tangibles (Physical Evidence).
2. Reliability.
3. Responsiveness.
4. Assurance.
5. Empathy.

A. Problem Formulation

Based on the background above, the author formulates the research problem as follows:

1. How is the quality of service for Political Party Existence Letters at the Hulu Sungai Utara National Unity and Politics Agency?
2. What are the factors that hinder the quality of service for Political Party Existence Letters at the Hulu Sungai Utara National Unity and Politics Agency?
3. What efforts are being made to improve the quality of service for Political Party Existence Letters at the Hulu Sungai Utara National Unity and Politics Agency?

B. Research Objectives

1. To determine the quality of service for Political Party Existence Letters at the Hulu Sungai Utara District National Unity and Politics Agency.
2. To identify the factors that hinder the quality of service for Political Party Existence Letters at the Hulu Sungai Utara District National Unity and Politics Agency.
3. To determine the efforts made to improve the quality of service for Political Party Existence Letters at the Hulu Sungai Utara District National Unity and Politics Agency.

Literature Review

A. Quality

Quality is the overall characteristics and properties of a product or service that affect its ability to satisfy stated or implied needs. Quality cannot be separated from products and services.

B. Service

Service is an intangible activity (cannot be touched) that occurs as a result of interaction between consumers and employees or other things provided by the service company, intended to solve consumer or customer problems.

C. Public Service

Public service tends to be a concept frequently used by many parties, both practitioners and scientists, with varying meanings. In the history of public administration, public service was initially understood simply as services provided by the government. All goods and services provided by the government were then referred to as public services.

D. Quality of Public Services

The quality of public services is one of the indicators for assessing the quality of government administration in carrying out its duties and functions.

E. Framework of Thinking

The framework of thinking in qualitative research determines the clarity and validity of the overall research process.

Through the explanation of the conceptual framework, the researcher can comprehensively explain the variables being studied from the theory.

2. Materials and Methods

A. Research Location

This research was conducted at the National Unity and Politics Agency. Bihman Villa Street, Murung Sari, Central Amuntai District, North Hulu Sungai Regency, South Kalimantan 71417.

B. Research Approach

Qualitative research methods are research methods based on postpositivist philosophy, used to study natural object conditions where the researcher is the key instrument, data collection techniques are carried out through triangulation (combination), data analysis is inductive/qualitative, and research results emphasize the meaning of generalization.

C. Research Type

Qualitative research is a research working mechanism that relies on descriptive descriptions of words or sentences, carefully and systematically arranged from data collection to interpreting and reporting research results.

D. Data and Data Sources

1. Primary Data Primary data is the main data in this study, collected through interviews with informants who understand the Quality of Service for Political Party Existence Letters at the National Unity and Politics Agency.
2. Secondary Data This data was obtained from library data by studying books, magazine articles, notes, and documents related to the problem, allowing the research to gain a more comprehensive and comparative overview of the Quality of Service for Political Party Existence Letters at the National Unity and Politics Agency.
3. Data Sources The data sources in qualitative research are words and actions; the rest are additional data, such as documentation and others. The words and actions of the people observed and interviewed are the primary data source.

So, in this study, the main data source is informants (humans), who are determined using purposive sampling techniques, resulting in key informants [7]. Purposive sampling is a technique for determining informants based on the informant's ability to provide as

complete information as possible to the author. In this technique, the researcher will formulate specific criteria for the objects they wish to use as research sources.

E. Operational Research

Design Operational definitions are an elaboration of research concepts to limit the phenomena to be studied, so that operational definitions can serve as a guide on how a concept can be limited using concrete indicators.

F. Data Collection Techniques

For collecting the data needed in this study, the author used the following data collection techniques: 1. Observation, 2. Interview, 3. Documentation

G. Data Analysis Techniques

Data analysis is the process of systematically searching and organizing data obtained from interviews, field notes, and other materials so that it is easy to understand and the findings can be communicated to others.

H. Data Credibility

Test: In this study, the researcher conducted a Data Credibility Test by:

1. Extending the observation period to test the credibility of the research data, focusing on verifying whether the data obtained regarding the problems, after being rechecked in the field, is true or not, and whether it has changed or not. If, after being rechecked in the field, the data is correct, meaning it is credible, then the extended observation period can be ended.
2. Improving the provisions in research involves more careful and continuous observation. By doing so, the certainty of the data and the sequence of events can be recorded accurately and systematically.
3. Triangulation is the credibility of this, which is interpreted as checking data from various sources in various ways and at different times.
4. There are source triangulation, data collection technique triangulation, and time triangulation. Using reference materials, where reference materials here refer to supporting evidence to prove the data found by the researcher. For example, interview data needs to be supported by interview recordings.
5. Negative case analysis is the analysis of cases that do not align with or differ from the research findings.
6. Member checking is the process of verifying the data obtained by the researcher with the data provider.

3. Results and Discussion

A. The Quality of Service for Political Party Existence Letters at the National Unity and Politics Agency of North Hulu Sungai Regency.

Public service is any activity aimed at fulfilling basic needs in accordance with the fundamental rights of every citizen or resident to goods, services, and administrative services provided by service providers related to the public interest. Public service providers are public service officers from both local governments and regionally owned enterprises that provide public services. The quality of service for political party existence letters at the National Unity and Politics Agency of North Hulu Sungai Regency is generally not yet optimal. This can be seen from several indicators that are not functioning well at the National Unity and Politics Agency of North Hulu Sungai Regency. These are the physical office facilities, the comfort of the place, the abilities of the employees, and the responsiveness of the employees. Meanwhile, the indicators that are already functioning well are employee reliability, fast and accurate service, employee friendliness, employee trust, employee attitude, and employee attention [8], [9], [10], [11], [12].

B. Factors that Hinder the Quality of Political Party Existence Letter Services at the Hulu Sungai Utara District National Unity and Politics Agency Factors that hinder the quality of political party existence letter services at the Hulu Sungai Utara District National Unity and Politics Agency.

That is, political parties do not meet the requirements, have small offices, and lack staff in the political field [13].

C. Efforts Made to Improve the Quality of Political Party Existence Letter Services at the Hulu Sungai Utara District National Unity and Politics Agency.

In improving, there are certainly efforts made to enhance service. The following further elaborates on the efforts made to improve the quality of political party presence letter services at the Hulu Sungai Utara District National Unity and Politics Agency. That is, asking political parties again about the requirements, tidying up the room, and ensuring that services in the political field continue [14], [15].

4. Conclusion

The quality of service for political party existence letters at the Hulu Sungai Utara Regency National Unity and Politics Agency is quite good, as evidenced by several indicators: office physical facilities are not good, place comfort is not good, employe ability is not good, employe reliability is good, fast and accurate service is quite good, employe responsiveness is not good, employe friendliness is good, employe trust is good, employe attitude is good, and employe attention is good. Factors that hinder political parties include not meeting requirements, having small offices, and a lack of staff in the political field. The efforts made to inquire again with political parties about the requirements, tidy up the rooms, and provide political services are still ongoing.

Suggestions

To improve the quality of service for political party existence letters at the Hulu Sungai Utara District National Unity and Politics Agency, the author offers the following suggestions:

1. The Acting Head of the Hulu Sungai Utara District National Unity and Politics Agency should improve service to political parties, and the provisions for registered party certificates should be created specifically, not combined with requirements for community organizations, etc.
2. For political comfort, please provide a special room and add air conditioning or fans.
3. There is a need to add qualified staff in the political field so that work does not pile up.

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