

The Influence of Employee Work Effectiveness on the Quality of Public Services at the Tamanan District Office, Kediri City

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Article Information		Abstract
Submission date	13 Desember 2023	<p>Research aim : The purpose of this research is to analyze the effectiveness of the performance of the government officers of Tamanan District. This research is being conducted in Tamanan District, Kediri City.</p> <p>Design/Method/Approach : The population of Tamanan District is 5.157 people = 1432 household certificates, whilst the 105 respondents of the research sample is determined through Quota Proportional Random Sampling. Data gathering is being done using questionnaires, whereas data analysis is being done using T-test.</p> <p>Research Finding : Based on the result of the research, the effectiveness of the performance of the government officers of Tamanan District (variable X) has a significant correlation with the quality of public service.</p> <p>Theoretical contribution/Originality : -</p> <p>Practitioner/Policy implication : -</p> <p>Research limitation : There are not too many respondents because it still uses simple research methods, so it can still be researched again using other methods</p> <p>Keywords : Effectiveness, Employee Work, Public Services</p>
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Introduction

The issuance Law of the Republic of Indonesia Number 25 of 2009 Regarding Public Services, it is stated that Public Services are activities or series in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers. Based on this understanding, the fulfillment of public service activities has been regulated based on regulations made by the government with the main aim of meeting the basic needs and welfare of the community [1]. Service standards are benchmarks used as guidelines for service delivery and a reference for assessing service quality as an obligation and promise of providers to the community in the context of quality, fast, easy, affordable and regular services.

Currently, the quality of services provided to the community has decreased in quality and needs to be improved. When viewed from the perspective of efficiency and effectiveness, responsiveness, equality of treatment (non-discrimination), the services provided are still far from what the community expects and still have various weaknesses. The low quality of public services that has occurred recently is one of the highlights directed at the government in providing services to the community [2].

As consumers, the community has expectations and demands regarding the performance of public service providers that should be professional. The focus of both central and local governments is to provide public services that satisfy the community. One of the main issues in public governance in Indonesia is related to ethics, where there is no universal standard comprehensively regulating possible violations by public officials [3]. The utilization of Geographic Information Systems (GIS) is considered a suitable method for understanding the location and general overview of Kota Kediri. GIS has proven to be effective in analytical and quantitative techniques, making it frequently used in sales activities. In practice, GIS has demonstrated greater effectiveness in analytical and quantitative methods, often employed in marketing strategies. The use of GIS is also acknowledged for its ability to enhance time efficiency and accuracy. A crucial factor in government institutions, without exception, is employee retention [4].

According to Siagian as cited by [5], effectiveness refers to the utilization of resources, facilities, and infrastructure in a consciously predetermined quantity to generate goods and services from specific activities. The level of effectiveness in a government system is heavily influenced by the quality of public service delivery. The government plays a crucial role in providing optimal services to meet the needs of the community. Therefore, the application of work effectiveness becomes essential as the foundation for performance in implementing each program, ensuring that planning and execution proceed smoothly and meet the specified timelines. Furthermore, effectiveness not only means achieving the desired goals but also encompasses the positive moral achievements of an employee. Effectiveness is interpreted as criteria for evaluating various alternatives and recommending solutions based on considerations of whether the chosen alternatives can yield maximum results, without disregarding efficiency considerations.

The implementation of regional autonomy policy in Indonesia has generated high expectations among the public, particularly in efforts to enhance the quality of public services. The growing demands of the community, indicating an increasingly critical role, reflect the desire for a professional bureaucracy in government, especially in the delivery of high-quality public services. The essence of decentralization lies in granting autonomy to a community in a specific region. In the context of regional autonomy, service management becomes the responsibility of the local government, thereby narrowing the gap between service providers and recipients. Local governments are considered capable of better understanding the aspirations of the local population, making decision-making in service provision more responsive to the needs of the community [6].

Public Service Standards are measures used as guidelines in the provision of public services and as references to assess service quality. These standards are regarded as the obligation and commitment of service providers to the community, ensuring that the services provided have qualities, speed, convenience, affordability, and measurability. This implies that service providers or the government, acting as those delivering the services, should prioritize

the interests of the public over their own interests when fulfilling service needs, whether they involve public goods, public services, or administrative services. Therefore, services are the implementation of the rights and obligations between the state or government and the community, which must be realized in a balanced manner in the provision of services by state apparatus or government. Currently, the quality of services provided to the public has declined, and improvement is necessary. When viewed from the perspectives of efficiency, effectiveness, responsiveness, and equality of treatment (non-discriminatory), the services provided are far from meeting the expectations of the public and still have various weaknesses. The declining quality of public services in recent times has drawn attention to the government's role in providing services to the public[3].

Public services refer to the government-provided services aimed at fulfilling the fundamental needs of the community. In contrast, village public services are services extended by the village government within the local community. Tamanan sub-district's public service system stands out, receiving the highest score among the 46 sub-districts in the city of Kediri. The services in Tamanan Village exhibit commendable performance, characterized by diligent officers who display ethical conduct, friendliness, and politeness in their interactions with the community. The information provided to the public is notably clear, facilitating easy comprehension. In light of the aforementioned points, the objective of this research is to examine the impact of employee work effectiveness on the quality of public services at the Tamanan Village Office in Kediri City.

1.1. Statement of Problem

Referring to the introduction section, the Statement of Problem in this study is :

1. Does employee work effectiveness on the quality of public services at the Tamanan Sub-district Office in Kediri City influence the need for clear information for the community?

1.2. Research Objectives

Research purposes is as follows :

1. To test and analyze the significance of the quality of public services at the Tamanan Sub-district Office in Kediri City concerning the community's comfort in obtaining clear information.

2. Method

This research employs an associative approach, which is a method to identify the relationship or influence between two variables, namely the independent variable and the dependent variable. The research method applied is quantitative, involving a systematic scientific study of the components and phenomena, as well as the connections among them. The main objective of this research is to develop and utilize theoretical mathematical models and hypotheses related to the observed phenomena. This approach involves data collection techniques such as distributing questionnaires and conducting observations at the research location. Questionnaires consist of a series of written questions used to obtain information

from respondents, while observation is a systematic method of analyzing and recording behavior through careful observation.

Research Approach

The researcher distributed questionnaires through Google Forms to respondents following the previously established guidelines. The sampling approach was conducted proportionally, where a sample of 3% was taken from the total population of each neighborhood/community association in Tamanan Village. Tamanan Village has a total of 1,423 families. In the context of this research, the questionnaire was filled out using the Likert scale, and respondents' responses were constrained. Respondents were asked to complete a questionnaire indicating their agreement with a series of statements. Based on the Likert Scale, respondents' responses to statements included in the survey were categorized as follows: 1. Strongly Disagree, 2. Disagree, 3. Neutral, 4. Agree, 5. Strongly Agree. Additionally, three analysis methods were employed: Validity Test, Reliability Test, and T-test.

3. Results and Discussion

Validity Test

Table 1. Validity Test Results

Variabel	R table	R hitung	Keterangan
X	0,1840	0,715	Valid
	0,1840	0,776	Valid
	0,1840	0,745	Valid
Y	0,1840	0,640	Valid
	0,1840	0,710	Valid
	0,1840	0,726	Valid
	0,1840	0,610	Valid
	0,1840	0,693	Valid

Source: Process data, 2023.

The validity test results indicate that the independent variable of work effectiveness (X) and the dependent variable of public service quality (Y) have Rhitung values greater than Rtable. Therefore, it can be concluded that both the independent and dependent variables are considered valid.

Reliability

Table 2. Reliability Results

Variabel	Nilai batas Kritis	Cronbach Alpha	Keterangan
X	0,6	0,800	Reliabel
Y	0,6	0,769	Reliabel

Source: Process data, 2023.

In the results of the reliability test, it is observed that the independent variable of work effectiveness (X) and the dependent variable of public service quality (Y) have a Critical Value lower than the calculated Cronbach Alpha. Therefore, it can be concluded that both the independent and dependent variables exhibit high reliability values.

T-test

**Table 3. T-test Result
Coefficients^a**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.959	1.811		4.946	.000
	efektivitas kerja pegawai	.915	.136	.554	6.745	.000

a. Dependent Variable: kualitas pelayanan publik

Source: Process data, 2023.

In the T-test, it was found that the variable of work effectiveness (X) has a partial influence on the variable of public service quality (Y). This is attributed to the fact that the respondents involved in this study are residents of Tamanan neighborhood who have received good services. This finding is supported by previous research[3], indicating that work effectiveness has a positive and significant impact on public service quality. These results affirm that the improvement in work effectiveness at the Tamanan neighborhood office positively affects the community's trust in the provided services, including accuracy, timeliness, and precision.

4. Conclusion

From the results of this study, it can be concluded that employee performance has a positive and significant impact on the quality of public services at the Tamanan Sub-district Office in Kota Kediri. The findings indicate that the more effective employees are in carrying out their duties, the better the quality of public services provided. The active involvement of employees in performing tasks effectively and efficiently has a positive impact on the community's trust in the services at the Tamanan Sub-district Office in Kota Kediri.

The influence of employee work effectiveness not only encompasses the operational aspects of the office but also creates a positive impact on the public's perception of the quality of services provided. In this context, this research provides deeper insights into the relationship between employee work effectiveness and the quality of public services, offering perspectives that can serve as a foundation for improvement or the development of management policies at the Tamanan Sub-district Office in Kota Kediri.

However, this research acknowledges some limitations, such as data collection methods or external factors that may affect the results. Therefore, it is recommended to conduct further research considering these factors to obtain a more comprehensive understanding of the impact of employee work effectiveness on the quality of public services at the Tamanan Sub-district Office in Kota Kediri.

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