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The Public's Perception of the Government Employees' Services at Fandoi District, Biak Numfor Regency, Papua Province.

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ABSTRACT

To deliver high-quality services by the government to the public is one of many problems that often create various perceptions from the community. The low quality of services delivered by government employees is one problem that should be overcome by the government. This study aims to analyze the public's perceptions of government employees' services at Fandoi district, Biak Numfor Regency, Papua province. The method used is descriptive research by describing the phenomena and data obtained in the field with a percentage using a frequency table. The results showed that the public's perception of the government employee services in Fandoi district, Biak Numfor Regency, Papua Province, was in quite a good category, with a summary of respondents' answers on 70.93%, which was in the interval of 56% -75%. However, there is still a gap between the public perceptions and the services provided by government employees where there are still shortages and constraints in services. Therefore, various policies to improve the service quality need to be taken by the government.

Keywords: Public's Perception; Government Employees; Services.

INTRODUCTION

In the current era of globalization, it is a challenge for local governments to have innovations in improving the quality of public services which are a threat to the condition of the community if they are not seriously anticipated by local governments, particularly as a form and effort to implement good governance to restore the public trust. The quality of service of government employees to the community is a must and is absolute in facing this era. Also, the implementation process requires appropriate steps to create effective and efficient services without any differences between all parties in society. These steps are required to

be more transparent and accountable as well as beneficial to the community at large and not only benefit certain individuals or groups.

Improving the quality of public services is an investment in increasing human capital. Services will have an impact on human productivity in the future, therefore, public services must be able to meet the objectives of government policies in improving the public's lives. Public service is one of the manifestations of the function of the state employees as a public servant as well as a servant of the state (Setijaningrum, 2009). Based on the description above, it can be inferred that in carrying out the service process, the government employees must pay attention to the aspects of community satisfaction. The government as a provider of public services needed by the community must be responsible and continue to strive to provide the best service for improving public services, (Yayat, 2017). Public services are the basis and form of actualization of the existence of the government bureaucracy. The face of bureaucracy can be reflected in the attitude and behavior of officers in providing services to the community. The shift in the service paradigm which is more customer/community-oriented should be used as a value that is inherent in the spirit of the government employees and is reflected through the attitude and behavior of the employees in providing services to the community (Wahyudianto, 2015).

It cannot be avoided that the bureaucratic model that we need to run in the modernization era is a Public Service Orientation model of bureaucracy that is oriented towards public services (Samodra & Yuyun, 2008). Public services are various activities aimed at meeting the public's needs for goods and services (Pamudji, 2004). Public service activities by government officials (including the District Officials) in the implementation of government are inevitable, a necessity, where the public expect the presence of government at all levels of higher quality, better able to carry out public service functions, community empowerment, and socio-economic development, (Rasyid, 2009). Through the optimization of these government functions (especially the implementation of public service functions), the public can expect a wider sense of justice, a higher level of independence in developing themselves and solving various problems, as well as an improved level of their welfare. If these expectations are realized, then the public will be satisfied with the services provided by government employees as public servants, (Wahyudianto, 2015).

As for public services by the District Officials, they are related to local community services, such as identity services, family cards, certain permits, and so on. These various public services must be carried out professionally to produce public services of better quality, faster processing, and perhaps more variety, all of which bring satisfaction to the citizens of the community they serve. In this context, community members are positioned as consumers (Wahyudianto, 2015). In general, various perceptions arise in the community, such as the services provided by the government employees who have not been able to meet the expectations of all parties, both from the general public and from the government itself, the perception of community services provided by government employees often causes public dissatisfaction and complaints. The results of the study Korto, et al, (2019) explain that one of the complaints of the public regarding the quality of service for government employees is that the District head is often not in the office which results in the slow completion of the management process, on the other hand, the optimization of government employees services is also influenced by insufficient facilities and infrastructure. Thus, it has an impact on the quality

of community services. Also, the results of the study Hertian, (2013) explain that the problems that often become complaints from the public regarding the services provided by government employees at the District Office are: 1) The procedure for serving the Identity Card and Family Card which is still often a public complaint because of the absence of a flow chart placed in the service room, making it difficult for the community to understand service procedures, 2) Politeness and hospitality of employees in providing services, 3) Unavailability of clarity regarding the service costs, 4) the services provided are still quite long and uncertain caused by government employees who often postpone the work, 5) bad facilities and infrastructure for the implementation of services at the District Office, and 6) The lack of skills of government employees in understanding and carrying out their duties and functions.

It should be avoided that the implementation of employee services duties which have been unclear, not friendly, and not transparent in various sectors. This means that an effective form of service becomes a necessity that can bring benefits. Benefits for the community are also benefits for government employees who perform the services themselves. Moreover, the public nowadays are increasingly aware of the position and position of employees as public servants. Likewise, the government of Fandoi District, Biak Numfor Regency, has its own uniqueness. Not only that Fandoi District is located in Biak Numfor Regency, but it is also a community economic center as well as an area with relatively stable security. By seeing the conditions above, the government employees of Fandoi District Office must be able to carry out their service tasks effectively and efficiently and provide the best service for the public in Fandoi District. Based on the aforementioned phenomena, the researchers are interested in conducting special research that reveals empirically about the public's perception of government employees' services at Fandoi District, Biak Numfor Regency.

METHOD

This research is a descriptive study where the unit of analysis is located at the Fandoi District Office, Biak Numfor Regency, Papua Province. This study describes the phenomena and data obtained in the field using a percentage using a frequency table. The data was collected through observation, questionnaires, interviews, and documentation. To measure the variables of this study, an instrument in the form of a questionnaire was used which was submitted to the respondents based on the predetermined indicators. To measure this variable, the researcher uses the ordinal scale proposed by Arikunto, (2010), where each question item consists of four alternative answers. Alternative answers (a) are given a score of 4, answer (b) is given a score of 3, answer (c) are given a score of 2 and answer (d) are given a score of 1. For negative questions, alternative answers (a) are given a score of 1, answer (p) given a score of 2, answer (c) is given a score of 3, answer (d) is given a score of 4. To determine the public's perceptions, a score calculation is used, in this case, the percentage of the score achievement level is then used criteria or measures as postulated by (Arikunto, 2010) with the following ranges: 76% -100% is categorized as good, 56% -75% is categorized as fairly good, 40% -55% is categorized as poor, and less than 40% is categorized as very poor.

Furthermore, the population in this study was all public residing in Fandoi District, Biak Numfor Regency, totaling 5059. The sampling in this study was carried out using accidental sampling technique where the sampling of any

population aged seventeen years and over who came to Fandoi District Office, because at that age the residents or residents had already received services at the Fandoi District Office, for example, ID Card establishment services. To calculate the sample size is based on the opinion of Taro Yamane (Sarwono, 2006) who proposed a choice of sample sizes based on a precision level of 10% and a confidence level of 90%. Based on the calculations that have been done, it can be calculated that the selected sample in Fandoi District Office is 98 samples. Furthermore, to complete the data from the questionnaire, 3 key informants were determined who could provide data as an important material, include the Head, Secretary, and Staff of the Fandoi District Office.

RESULT AND DISCUSSION

1. The Certainty of service time

Based on the results of research at the Fandoi District Office, it can be seen as follows:

Table 1. The Speed in Responding to Community Complaints

Option	Category	Frequency	Percentage (%)
a.	Very Fast	44	44,99
b.	Fast	38	38,78
c.	Slow	14	14,29
d.	Very Slow	2	2,04
Total		98	100,00

Source: Data Processing Results (Questionnaire No.1)

Based on table 1, 44 of 98 respondents or 44.99% of the respondents said that the employees serving the community very fast. This can be proven from the absence of queues at the Fandoi District Office on weekdays. Every citizen who comes to the office to make a complaint, the employee immediately responds to the complaint. Besides that, there are still 2 respondents or 2.04% who think it is very slow. This is because the respondents in question only came to the District Office when most of the community needed services. For example, when they distributing the rice (rice for the poor), which is of course requires a long time for employees to provide services.

Table 2. The Clarity of Finishing Time

Option	Category	Frequency	Percentage (%)
a.	Very clear	23	23,47
b.	Clear	54	55,10
c.	Quite clear	19	19,39
d.	Not clear	2	2,04
Total		98	100,00

Source: Data Processing Results (Questionnaire No.2)

Based on table 2 above, a total of 54 of the 98 respondents, or 55.10% answered the clarity of finishing time with clear. The information regarding rest times,

opening hours, and closing of the Fandoi District Office is known by the community. However, there are still 2 respondents or 2.04% who have an unclear opinion. This is because there are still a small proportion of government employees who are not available during their service hours.

Table 3. Timeliness in Serving the Community.

Option	Category	Frequency	Percentage (%)
a.	Very on time	33	33,67
b.	On-time	35	35,71
c.	Quite on time	26	26,53
d.	Not on time	4	4,08
Total		98	100,00

Source: Data Processing Results (Questionnaire No.3)

Based on table 3, a total of 35 of 98 respondents, or 35.71% had an opinion that the employees were serving the community on time. This means that when government employees promise to complete their work related to services, it will be completed on time. As the results of an interview with Esther (35 years) on October 8, 2020, said:

“So far, government employees of Fandoi District Office are always on time in completing their work. For example, last month when I took care of a letter of incapacity, the officer promised to finish the letter the next day because on that day the Head of the District Office was having official activities outside the office. On the day I was promised to go to the District Office and it turns out that the certificate of incapacity has been completed and I can take it”.

2. The Accuracy of the Services

Table 4. The accuracy of the services given to the public

Option	Category	Frequency	Percentage (%)
a.	Very accurate	23	23,47
b.	Accurate	42	42,86
c.	Inaccurate	24	24,49
d.	Very Inaccurate	9	9,18
Total		98	100,00

Source: Data Processing Results (Questionnaire No.4)

Based on table 4, a total of 42 out of the 98 respondents, or 42.86% had an opinion on the accuracy of the services given to the public. The appropriate service targets can of course be felt directly by the community. For example, when providing government assistance to the poor public, government employees of the Fandoi District Office have complete data on the poor people. Even the data collection of those who cannot afford it is based on certain characteristics. Thus,

service targets for government assistance are provided to the communities included in the list.

Table 5. The Accordance of the Services with the Rules

Option	Category	Frequency	Percentage (%)
a.	Very in accordance with	28	28,57
b.	In accordance with	32	32,65
c.	Not in accordance with	31	31,63
d.	Extremely not in accordance with	7	7,14
Total		98	100,00

Source: Data Processing Results (Questionnaire No.5)

Based on table 5 above, a total of 32 of the 98 respondents, or 32.65% have an opinion that the Services was in accordance with the rules. In accordance with the observations of researchers, the provisions that apply to various types of services at the Fandoi the District office are in accordance with the prevailing regulations where every service provided by employees is based on existing provisions. For example, to make a cover letter and a certificate, a form is required when filling out the identity obtained from the employee. This form is then used as a reference by employees in serving the community. Meanwhile, total 7 respondents or 7.14% thought it was not appropriate. This is because the community does not know clearly what conditions must be fulfilled in the service.

Table 6. the Respondents' Responses in Serving and Resolving Complaints

Option	Category	Frequency	Percentage (%)
a.	Very good	28	28,57
b.	Good	41	41,84
c.	Bad	23	23,47
d.	Worse	6	6,12
Total		98	100,00

Source: Data Processing Results (Questionnaire No.6)

Based on table 6, a total of 41, out of 98 respondents, or 41.84% have a serious opinion. Meanwhile, total 6 respondents, or 6.12% who thought it was not good. Based on these data, it shows that the government employees of Fandoi District are good at providing services. However, there are still public who disagree, according to the observations of researchers, because government employees at the Fandoi district office are too busy so they are not optimal in providing services and responding to the community's complaints.

3. Politeness and Hospitality

Based on the results of research at the Fandoi District Office, it can be seen as follows:

Table 7. The Hospitality in Greeting the Community

Option	Category	Frequency	Percentage (%)
a.	Very-friendly	20	20,41
b.	Friendly	39	39,80
c.	Less friendly	31	31,63
d.	Not friendly	8	8,16
Total		98	100,00

Source: Data Processing Results (Questionnaire No.7)

Based on table 7, a total of 39 out of 98 respondents, or 39.80% thought it was friendly and total 8 respondents, or 8.16% thought it was not friendly. Based on these data, it shows that predominantly respondents think that the government employees of Fandoi District Office are friendly in serving the community. Even so, there are still respondents who believe that they are not friendly. According to observations, this can happen if employees serve the community half-heartedly because of the laziness that surrounds them or feeling tired because they have done a lot of work so that it has an impact on the quality of the services provided.

Table 8. Employees' ability to communicate with the community

Option	Category	Frequency	Percentage (%)
a.	Very good	23	23,47
b.	Good	50	51,02
c.	Bad	23	23,47
d.	Worse	2	2,04
Total		98	100,00

Source: Data Processing Results (Questionnaire No.8)

Based on table 8, a total of 50 of the 98 respondents, or 51.02% had a good opinion on the employees' communication ability. On the contrary, a total of 2 respondents, or 2.04% had a bad opinion on the employees' communication ability. From these data, it can be seen that the public agrees with the way employees establish good communication relationships with the community. This is because the employees and society are bound by a sense of kinship even though they come from different tribes. As for those who do not agree because the community thinks that the officials who serve in the office or in the sense of being a civil servant that must be respected, so they are reluctant to establish communication. Therefore, the employees always try to get closer to the community so that there are no assumptions like those stated above.

Table 9. The Seriousness of Government Employees in Serving the Community

Option	Category	Frequency	Percentage (%)
a.	Very serious	21	21,43
b.	Serious	49	50
c.	Quite serious	23	23,47

d.	Not serious	5	5,10
	Total	98	100,00

Source: Data Processing Results (Questionnaire No.9)

Based on table 9, a total of 49 respondents or 50% thought seriously, and a total of 5 respondents or 5.10% thought they were not serious. At the Fandoi District Office, the seriousness of the officers in providing services was considered good by the community. This can be seen from the results of the services provided by employees who do not cause complaints from the public. Even so, there are still public who think that they are not good, according to the observations of researchers this is caused by employees who sometimes joke with their colleagues when providing services to the community, so this gives a bad impression. In addition, it is based on the observations of researchers that there are still employees who often arrive late, thus making the public wait a long time to get services.

Table 10. Discrimination on Based on the Community Social Status

Option	Category	Frequency	Percentage (%)
a.	Strongly discriminate	19	19,39
b.	discriminate	47	47,96
c.	Quite discriminate	24	24,49
d.	Not discriminate	8	8,16
	Total	98	100,00

Source: Data Processing Results (Questionnaire No.10)

Based on table 10, a total of 47 out of 98 respondents, or 47.96% thought to discriminate, and total 8 respondents or 8.16% thought they did not discriminate. Based on the results of the interview Yamina (28 years) on October 5, 2020, said:

“Having family or close relatives with the Head of Fandoi District Office is very important to get services faster. Just like a few weeks ago I once came to the District Office to take care of a certificate of good behavior, but when I arrived there I waited quite a long time to get service. Not long after that, one of the community members came and immediately received a good response from the District Office staff and was given service immediately. The facts show that this person has a family relationship with the employee who was on duty”.

Table 11. Asking about community needs when visiting the District Office

Option	Category	Frequency	Percentage (%)
a.	Asking a lot	34	34,69
b.	Asking	35	35,71
c.	Not asking too much	25	25,51
d.	Not asking at all	4	4,09

Total	98	100,00
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Source: Data Processing Results (Questionnaire No.11)

Based on table 11, a total of 35 of 98 respondents or 35.71% thought to ask, and a total of 4 of respondents or 4.09% thought they did not ask. From the data above, it can be seen that 70.40% of respondents gave positive responses, this is according to the observations of researchers, when the community came, the Fandoi District Office employees immediately asked the aims and objectives of the community. Even so, a total of 30% of respondents gave negative responses, because when they arrived, sometimes the employee concerned was not there or the employee on duty was busy.

4. Responsibility

Based on the results of research at the Fandoi the District Office, it can be seen as follows:

Table 12. The presence of employees on working days and hours

Option	Category	Frequency	Percentage (%)
a.	Strongly agree	29	29,59
b.	Agree	39	39,80
c.	Disagree	25	25,51
d.	Strongly disagree	5	5,10
Total		98	100,00

Source: Data Processing Results (Questionnaire No.12)

Based on table 12, a total of 39 respondents, or 39.80% agree, and a total of 5 respondents, or 5.10% thought they disagree. Looking at the table above, total 69.89% of respondents answered that they agreed that Fandoi District Office employees were present on working days and hours. This is because employees know clearly the hours of rest, opening and closing hours of the office. The employees who are absent or currently working on other tasks must convey to their superiors or the existence of a delegation of authority so that the tasks that become their responsibilities can be carried out by other employees who have been delegated to work. In addition, respondents who answered disagree were due to the fact that there were still some government employees who were negligent in carrying out their duties which were their responsibility.

Table 13. The Clarity of Employees Main Duties and Functions

Option	Category	Frequency	Percentage (%)
a.	Very clear	30	30,61
b.	Clear	37	37,76
c.	Quite clear	25	25,51
d.	Not clear	6	6,12
Total		98	100,00

Source: Data Processing Results (Questionnaire No.13)

Based on table 13, a total of 37 out of 98 respondents, or 37.76% had a clear opinion, and a total of 6, out of respondents, or 6.12% had an unclear opinion.

Seeing the table above, government employees of Fandoi District are included in the category of having clear main duties and functions according to the responses of respondents who answered positively, namely around 68.37%. It is strengthened by direct observations of researchers where the organizational structure of the Fandoi the District office is clearly displayed along with the duties of each section. When visiting the Fandoi District Office, you can see the sections in each office room that carry out each of their main tasks and functions.

Table 14. Providing Maximum Service

Option	Category	Frequency	Percentage (%)
a.	Very Maximal	28	28,57
b.	Maximal	39	39,80
c.	Less Maximal	27	27,55
d.	Not Maximal	4	4,08
Total		98	100,00

Source: Data Processing Results (Questionnaire No.14)

Based on table 14, a total of 39, out of 98 respondents, or 39.80% had an opinion that the employees gave maximum services, and a total of 4 respondents, or 4.08 percent thought it was not optimal. From the data above, most respondents gave positive responses, although there were still respondents who gave negative responses. This positive response is given by the community when employees are responsive in providing complete services related to problems experienced by the community, such as when there is a service complaint it will be processed as soon as possible. However, for negative responses, according to the researchers' observations, it was caused by employees only receiving complaints and ignoring these complaints without any follow-up from the employee.

Table 15. The Clarity of Delegation of Duties and Authorities

Option	Category	Frequency	Percentage (%)
a.	Very clear	31	31,63
b.	Clear	37	37,76
c.	Quite clear	26	26,53
d.	Not clear	4	4,08
Total		98	100,00

Source: Data Processing Results (Questionnaire No.15)

Based on table 15 above, 37 out of 98 respondents, or 37.76% had an opinion that the delegation of duties and authorities is clear, and 4 respondents or 4.08% had an unclear opinion. Generally, employees in the Fandoi district who do not have time to carry out their duties properly and must complete other more important official duties must provide a letter of a delegation of authority to their superiors which will then be used accordingly. As for the community who gave a negative

response due to the party given the delegation of authority not carrying out their duties properly. This is because these employees have to work on two powers at once so that it has an impact on the optimization of the services provided.

5. The Completeness of the Office Facilities

The results of the research respondents' responses can be seen as follows:

Table 16. The Service Room Condition

Option	Category	Frequency	Percentage (%)
a.	Very good	23	23,47
b.	Good	44	44,90
c.	Bad	26	26,53
d.	Worse	5	5,10
Total		98	100,00

Source: Data Processing Results (Questionnaire No.16)

Based on table 16 above, a total of 44 of 98 respondents, or 44.90% thought the facilities were good, and a total of 5 respondents or 5.10% thought they were bad. From the data above, it can be seen that respondents who gave positive responses were around 68.37%. This was also directly proven by researchers, where the service room in the Fandoi District Office is quite large, has an attractive layout, and is clean so that the public are not bored when they come to carry out the service process. As for the public who disagree because, when they come to the office, there are much public who also come to make arrangements, so the room looks full and crowded.

Table 17. The availability of complaints reception

Option	Category	Frequency	Percentage (%)
a.	Very available	4	4,08
b.	Available	16	16,33
c.	Less available	37	37,75
d.	Not available	41	41,84
Total		98	100,00

Source: Data Processing Results (Questionnaire No.17)

Based on table 17, 41 out of 98 respondents or 41.8 percent thought they were not available. From this data, it can be said that the Fandoi District Office does not have a means of receiving complaints. Almost all respondents stated that they were not available. This is of course an input to the Fandoi District Office, when there is public who want to provide criticism and suggestions regarding the quality of services provided by government employees at the Fandoi District Office but they are afraid to say it directly, then this is where the means of receiving these complaints.

Table 18. The Facilities of the Office

Option	Category	Frequency	Percentage (%)
a.	Very complete	23	23,47
b.	Complete	43	43,88
c.	Less complete	29	29,59
d.	Not complete	3	3,06
Total		98	100,00

Source: Data Processing Results (Questionnaire No.18)

Based on table 18, a total of 43 respondents, or 43.88% thought that the facilities were complete, and a total of 3 respondents, or 3.06% thought they were incomplete. Based on these data, it shows that the respondent gave a positive response, which means that the facilities at the Fandoi District Office are complete. This is evidenced by the researchers where the Fandoi the District Office has a large waiting room and service room, the availability of clean toilets, and the availability of sufficient and comfortable seats for the community when queuing. However, what is lacking is the incomplete facilities for receiving services. As with the opinion of Elisa (27 years) as the staff of the Fandoi district (05 October 2020) said that:

“The facilities owned by the Fandoi District Office are still incomplete, for example, there is no public telephone which can really help the community when they want to submit complaints or ask questions regarding service procedures that they do not understand. Apart from that, the most important thing is that there is only one facility such as a computer owned by the Fandoi district office, and only 1 employee is able to operate it, so this has an impact on the optimization of services provided to the community

6. The Ease of Obtaining Service

From the results of research at the Fandoi the District Office it can be seen as follows:

Table 19. The Clarity of the Service Mechanisms

Option	Category	Frequency	Percentage (%)
a.	Very clear	17	17,35
b.	Clear	49	50
c.	Quite clear	25	25,51
d.	Not clear	7	7,14

Total	98	100,00
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Source: Data Processing Results (Questionnaire No.19)

Based on table 19, a total of 49 out of 98 respondents or 50 who had a clear opinion, and total 7 respondents or 7.14% who had an unclear opinion. Based on these data, it shows that the service process of the Fandoi District Office is good with the respondent's answer of 67.35%. This means that the service mechanism is clear and does not cause difficulties for the community. Besides, respondents who answered were not clear because most of the community did not clearly understand the mechanism in the services they complained about. The community thinks that they have to go through a fairly complicated procedure to complete the service, which results in the community using various methods to simplify the mechanism.

Table 20. The Technology Used

Option	Category	Frequency	Percentage (%)
a.	Very good	3	3,06
b.	Good	48	48,98
c.	Bad	39	39,80
d.	Worse	8	8,16
Total		98	100,00

Source: Data Processing Results (Questionnaire No.20)

Based on table 20, a total of 48 out of 98 respondents, or 48.98% thought that it was good, and a total of 8 respondents, or 8.16% thought it was bad. Complete facilities are needed to simplify and streamline the service process, for example, computers. Facilities such as computers already exist in the Fandoi District Office, but these facilities are not sufficient to assist employees in carrying out their duties and functions.

Table 21. the Summary of Respondents' Answers

No. Item	Option				Option				Total
	A	b	C	D	4	3	2	1	
1.	44	38	14	2	176	114	28	2	320
2.	23	54	19	2	92	162	38	2	294
3.	33	35	26	4	132	105	52	4	293
4.	23	42	24	9	92	126	48	9	275
5.	28	32	31	7	112	96	62	7	277
6.	28	41	23	6	112	123	46	6	287
7.	20	39	31	8	80	117	62	8	267
8.	23	50	23	2	92	150	46	2	286
9.	21	49	23	5	84	147	46	5	282
10.	19	47	24	8	76	141	48	8	273
11.	34	35	25	4	136	105	50	4	295
12.	29	39	25	5	116	117	50	5	288
13.	30	37	25	6	120	111	50	6	287
14.	28	39	27	4	112	117	54	4	287
15.	31	37	26	4	124	111	52	4	291
16.	23	44	26	5	92	132	52	5	281
17.	4	16	37	41	16	48	74	41	179

18.	23	43	29	3	92	129	58	3	282
19.	17	49	25	7	68	147	50	7	272
20.	3	48	39	8	12	144	78	8	242
	N								5561
	N								7840

Source: Processed Results of Questionnaires No.1 to 20

$$\% = \frac{n}{N} \times 100$$

$$\% = \frac{5561}{20 \times 4 \times 98} \times 100$$

$$= \frac{5561}{7840} \times 100$$

$$= 70,93 \%$$

Based on the results of data analysis from the summary of the respondent's answers above, which is 70.93% in the 56-75% interval where the public's perception of the service of government employees in Fandoi District Office is in the quite good category.

Based on Gasperz's opinion in Sanapiah, Azis, (2000) the public perception of government employees in Fandoi District Office is in a fairly good category when viewed from the point of view of certainty in-service time, the accuracy of service, politeness, and friendliness, responsibility, completeness of office facilities, and ease of getting service. Tjiptono, (2003) suggests that the characteristics that determine the quality of public services, one of which is the accuracy or certainty of service time which includes waiting time and processing time. As for indicators of politeness and friendliness and completeness, this is in accordance with the opinion expressed by A. Parasuraman, et al., (1988) that to evaluate the quality of customer service generally uses 5 service dimensions, including direct evidence (tangibles) which includes physical evidence or complete facilities. Empathy (Emphatic) is the company's ability to do directly by employees to pay attention to consumers individually, including sensitivity to consumer needs.

Generally, the services provided by government employees of the Fandoi District Office are quite good. This can be seen by the public who have been able to resolve their complaints fast, even though they are still experiencing various problems. To overcome this, of course, must be supported by good facilities and infrastructure, as well as the ability of employees to deal with problems appropriately. (Absor, 2017) explains that one of the priority factors for improving service quality is increasing the ability of workers to overcome problems appropriately through making routine training schedules according to the right time.

CONCLUSION

The perception of the public on the services given by government employees at Fandoi District, Biak Numfor Regency, Papua Province, is in the fairly good category, in terms of service time certainty, politeness, and friendliness, responsibility, service accuracy, ease of getting service and completeness of the office facilities. The problems faced by Fandoi District Office employees in providing services to the community are the unavailability of facilities for receiving public complaints, the lack of facilities and infrastructure owned such as communication and computerization facilities, and the unavailability of clear information about service procedures so that a right policy strategy is needed to help the optimization of services.

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