

# Effectiveness of Public Services in Making Job Seeker Cards

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## Effectiveness of Public Services in Making Job Seeker Cards

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### ABSTRACT

The services provided by the government to the community continue to undergo renewal, both in terms of paradigm and service format in line with the policies issued from these agencies as well as in the increasing demands of the community and changes in the government that are satisfactory even the community is still positioned as a helpless party and is realized in the framework of services. This research includes quantitative descriptive research using a percentage formula. The population was 124 people, while the selected sample was 62 people. The results showed that the results of the data processing showed that the average openness dimension was 14.87 in the good category. The simplicity dimension is 10.68 which is in the excellent category. The certainty dimension is 14.77 is in the good category. Justice is 10.82 which is in the excellent category. Safety and comfort is 13.71 is in the good category. Responsive dimension is 17.20 is in the good category

**Keywords:** *service, job seekers, employees.*

### INTRODUCTION

National development is a series of sustainable development efforts that cover all aspects of the life of the Indonesian nation. Development is essentially a process of continuous change from improvement towards the desired goal.

The goal of national development in Indonesia is to create a just and prosperous society that is equitable, material and spiritual based on Pancasila. This goal is in line with the objectives of the Indonesian nation which contains the Preamble to the 1945 Constitution paragraph 4, namely protecting the entire Indonesian nation and all Indonesian bloodshed, advancing the general welfare, educating the nation's life, participating in carrying out world order based on independence, lasting peace and social justice.

The success of national development is strongly influenced by the role of government organizations that carry out government tasks. However, most agencies that are given the mandate to carry out government tasks are far from the expected national development goals so that government officials / employees who work in a government agency need to improve good relations between the apparatus / employees themselves. (Akib et al., 2019; Akib & Saleh, 2018; Arhas et al., 2022; Prasodjo, 2019)

The relationship between government officials/employees is indeed very necessary in supporting the sustainability of each other's lives. But what happened at a time when the government received a lot of public attention, especially in terms of services. Meanwhile, the

Indonesian people themselves are critical in wanting maximum service from the government. In global life accompanied by changing times and increasingly modern human life, technology and others this brings complex changes and impacts. (Ahsan et al., 2020; Niswaty et al., 2020)

The fact that happened to the saai community was still a lot of riots, protests, excessive demonstrations caused by people's distrust of the government that was not in accordance with the wishes of the people. In addition, the phenomenon that occurs among the community and that is complained about is both in the management that is tangible to the services of the people involved in the institution.

The most important task of any government agency is to provide services, even basically the formation of government agencies is intended as the main tool in the provision of services. So that services by government officials to the community must be really considered because it is a manifestation of the role of the bureaucracy as an administrator in carrying out tasks and directing community services with full devotion, as well as improving governance. (Akib et al., 2016; Isaac et al., 2020; TB Thunder, 2021)

Decree of the Minister of State Apparatus Empowerment (KEPMENPAN) Number 63 of 2004 quotes stating that the essence of public services is the provision of excellent services to the community which is a manifestation of the obligations of government officials as community servants. It seems clear what is the right of the community and the obligations of the apparatus itself.

The services provided by the government to the community continue to undergo renewal, both in terms of paradigm and service format in line with the policies issued from these agencies as well as in the increasing demands of the community and changes in the government that are satisfactory even the community is still positioned as a helpless party and is realized in the framework of services. Even though service activities are also concerned with the fulfillment of a right, it becomes a right of participation that is also attached to everyone. So in obtaining reasonable service to obtain that right is a right also to be fought for. And the point is that those government officials are servants of the community and not fully servants of the state because government agencies should not forget that they provide services to the public.

One type of government service is to serve the manufacture of job seeker cards. It is common understanding in society that if we want to apply to an agency, we must first complete the predetermined requirements. One of them is by bringing a job seeker card issued by the labor service.

On this job seeker card, there are several provisions for job seekers, and as employees who have a function as a job introduction, they have the obligation to explain the meaning of the points stated in the provisions. So that job seekers do not feel the lack of information. This is also what must be done well in the introduction to work so that those who receive service feel satisfaction.

The Makassar City Manpower Office as a community service institution is expected to make efforts to improve the quality of its services to the community in accordance with the principles of public services such as openness, simplicity, certainty, justice, security or comfort, as well as responsiveness of service officers, so that the provision of services to the community is expected to be effective and quality and also have an impact on increasing regional income obtained from service sector.

However, based on previous research, conditions in the field there are still problems that may be caused by the behavior of individual employees who violate the applicable rules that have been established from existing regulations or policies of the agency, both based on local

regulations and binding laws. This can also happen because the rules that may have violated the rules of the work mechanism are not based on existing local standards so that deviations are rampant among them

## METHOD

This research is classified as descriptive research that describes information about the problem being studied. The selection of **this method is expected to provide** an overview of the Effectiveness of Public Services in Making Job Seeker Cards at the Makassar City Manpower Office. To obtain the data needed to answer the problems posed in this study, the population was determined as the target of the study. The population in this study was 124 people and the selected sample was 50 percent or as many as 62 people. After the data is collected, then the results of the questionnaire are analyzed based on questions using descriptive data analysis which aims to describe and explain a situation in percentage terms in the form of a frequency table.

## RESULT AND DISCUSSION

The data presented is about the Effectiveness of Public Services in Making Job Seeker Cards at the Makassar City Manpower Office. To obtain this level of public service, which is obtained through questionnaire instruments as the main technique in collecting research data.

### Openness

Openness, meaning that service information that includes guidance, socialization, suggestions and criticism can be seen and accessed by the public. The results of the data showed that the average openness dimension was 14.87 in the good category.

**Table 1. Overview of the Openness Dimension**

Interval	Frequency	Percentage (%)	Category
16-20	3	4,84	Excellent
12-15	59	95,16	Good
8-11	0	0,00	Not Good Enough
4-7	0	0,00	Bad
<b>Sum</b>	<b>62</b>	<b>100,00</b>	

The results of research in the field show that every employee needs to have an open nature in providing services. The Makassar Manpower Office service provides as much information as possible according to the information needed by job seekers, such as the requirements for managing a job seeker card to information on the free cost of handling a job seeker card. This is done because openness allows free access of the public to information which in turn will have a clear understanding so as to be able to actively participate in creating a constructive and rational government.

Pegawai who provides services can be categorized as services that are trusted in terms of attitude, trustworthy from his speech and can be trusted in completing services

so that automatically the community feels satisfied. Employees provide information in accordance with applicable rules including in terms of avoiding collecting liar in the process of managing job seeker cards , because as the information that researchers have obtained that in the management of job seeker cards is free of payment.

The availability of information on making job seeker cards by the Makassar City Manpower Office is very helpful for job seekers in taking care of making these cards. Information can be in the form of posts through the official website of the Manpower Office, through print media, to direct information from the employee of the Manpower Office concerned. This is done because with the socialization of transparency and information disclosure, the use of authority and power by the government can be prevented so that in the end a clean, transparent and accountable government will be created.

### **Simplicity.**

Simplicity, meaning the existence of clear and simple procedures and service requirements. The results showed that the average value of the simplicity dimension was 10.68 which was in the excellent category.

**Table 2. Overview of the Openness Dimension**

<b>Interval</b>	<b>Frequency</b>	<b>Percentage (%)</b>	<b>Category</b>
10-12	47	75,81	Excellent
7-9	15	24,19	Good
4-6	0	0,00	Not Good Enough
1-3	0	0,00	Bad
<b>Sum</b>	<b>62</b>	<b>100,00</b>	

The results of research in the field show that the service procedure for making job seeker cards is very clear. The information submitted is in accordance with the needs of job seekers, making it easier for job seekers to make job seeker cards. This is done so that there are no longer complaints about the quality of public services and the chaotic implementation of public services due to unclear or deliberately gray service procedures so that they become fertile areas for the growth of abusive practices.

The results of research in the field show that the procedure / flow of services for making a job seeker card is easy to understand by the public / community. This is done service procedures are one of the service standards. Service procedures must be standardized for public service providers and recipients so that problems do not occur in the future. Service procedures must be established through minimum standards so that the recipient of the service can understand the mechanism.

### Openness

13

Certainty, meaning certainty about time, costs, and service personnel. . The results of the data showed that the average dimension of certainty was 14.77 in the good category.

**Table 3. Overview of the Openness Dimension**

Interval	Frequency	Percentage (%)	Category
16-20	24	38,71	Excellent
12-15	38	61,29	Good
8-11	0	0,00	Not Good Enough
4-7	0	0,00	Bad
<b>Sum</b>	<b>62</b>	<b>100,00</b>	

The Manpower Office is always punctual in providing services to the public/community in making job seeker cards. This is done because the faster the service completion time, the more public trust will increase in the services provided. The cost of service in making a job seeker card is very clear. The Makassar City Manpower Office has provided information related to service costs in making job seeker cards that have been submitted through direct or indirect information, namely through leaflets contained on the information board. The results of research in the field show that the costs paid in managing a job seeker card are in accordance with the provisions of the management fee. As previously explained, the creation of a job seeker card is not charged but only pays a doubling fee. The community gets good service from the Makassar City Manpower Office in every process of making a job seeker card. The Office of the Manpower Office has set public service standards that are a reference in the implementation of work.

### Justice

Justice, meaning that there is equality of service treatment. The results showed that the average value of the justice dimension was 10.82 which was in the excellent category.

**Table 4. An Overview of the Dimensions of Justice**

Interval	Frequency	Percentage (%)	Category
10-12	59	95,16	Excellent
7-9	3	4,84	Good
4-6	0	0,00	Not Good Enough
1-3	0	0,00	Bad
<b>Sum</b>	<b>62</b>	<b>100,00</b>	

The Department of Labor does not discriminate between genders in providing services. The results of research in the field show that employees of the Manpower Office do not distinguish genders in providing services. This is done because gender equality is useful to provide equal opportunities for everyone to appreciate the things that happen around them, including in the management of job seeker cards, the Makassar City Manpower Office provides the same treatment and provides services in accordance with applicable regulations.

The process of providing services to the community does not distinguish between one another but rather provides a degree of similarity of treatment. In managing job seeker cards, the

Makassar City Manpower Office does not distinguish between the general public and the public who have family ties with one of the employees of the Makassar City Tenga Kerja Office as long as each is domiciled in Makassar City.

Publik / community get an even range or coverage in the implementation of services. The results of research in the field show that the public / community get an even range or coverage in the implementation of services. This is done so that remote communities do not feel that the implementation of services is only oriented towards urban communities.

### Safety and Comfort

Safety and comfort, meaning that there are service products that meet technical quality (safe) and the arrangement of the room and office environment feels functional, neat, clean, and comfortable. . . The results of the data processing showed that the average dimension of safety and comfort was 13.71 in the good category.

**Table 5. Overview of Safety and Comfort Dimensions**

Interval	Frequency	Percentage (%)	Category
16-20	13	20,97	Excellent
12-15	47	75,81	Good
8-11	2	3,23	Not Good Enough
4-7	0	0,00	Bad
<b>Sum</b>	<b>62</b>	<b>100,00</b>	

The level of security of facilities and infrastructure in providing services has been very good. This results in the implementation of public services that run safely and comfortably so that the community gets satisfaction in receiving services. The Makassar City Manpower Office is always oriented towards providing satisfaction in the service process to the community.

Sarana and the infrastructure owned by the Makassar City Manpower Office are already available. The process of carrying out work both routine and special tasks always uses appropriate facilities. The existence of work facilities is certainly part of achieving maximum work results, especially in the process of providing services.

The level of completeness and update of facilities and infrastructure in providing services is good. This can certainly support the process of providing services to the public / community so that safe and comfortable services can be realized. The right service in managing job seeker cards provides convenience for job seekers.

### Responsive

Responsive, meaning that an officer must be responsive, caring and have discipline and ability to provide services. The waitress must be friendly and polite. The results of the data processing show that the average responsive dimension is 17.20 is in the good category

**Table 6. Responsive Dimensions Overview**

Interval	Frequency	Percentage (%)	Category
20-25	6	9,68	Excellent
15-19	56	90,32	Good
10-14	0	0,00	Not Good Enough
5-9	0	0,00	Bad
<b>Sum</b>	<b>62</b>	<b>100,00</b>	

<sup>8</sup> The Department of Manpower is very ready to provide services to the public/community. This is shown from the service process provided so far where the community is satisfied in providing services related to the process of managing job seeker cards. From the results of research in the field, it shows that employees of the Makassar City Manpower Office have quickly responded to the public / community who complain / complain about the services provided. This makes people optimistic because they feel confident in the results achieved when submitting complaints.

## DISCUSSION

### Openness

Openness or transparency refers to actions that allow an issue to be clear, easy to understand and undisputed its veracity. Openness in the life of the nation and state is related to news information statements and public policies. Openness is defined as a condition that allows the availability of information that can be provided and obtained by the wider community. An open attitude is an attitude to be willing to inform and an attitude to be willing to accept knowledge and information from the other party.

The openness of state administration is necessary to increase public trust, support and participation (Baharuddin, 2019; P<sup>17</sup> et al., 2011). Openness allows every citizen free access to a variety of information. This can make citizens have a clear understanding of various matters related to the administration of government and in turn citizens are able to actively participate in influencing the public agenda. Openness is an absolute prerequisite for constructive and rational participation.

Public services according to the Openness indicator at the Makassar City Manpower Office are in the effective category. This shows that the Makassar City Manpower Office is considered to be open in providing service requirements and procedures to the community who will take care of job seeker cards. Where the service flow information has been made in the form of an information board affixed to the wall of the office where the service waiting room is.

### Simplicity

<sup>4</sup> Simplicity means that the procedures / procedures for services are held easily, quickly, precisely, not convoluted, easy to understand and easy to implement by the community who requests services.

In its implementation, the simplicity of service becomes a reference for public service implementers as a standard in carrying out services. Service standards compiled and set by the service implementation unit must be easily understood by the community so that all people who want to get services have a clear picture of how the service is doing about the mechanisms, procedures, service times, costs, and various other things provided by the public service unit. With the simplicity of a standard of service, the public can know the good and bad of service. (Engen et al., 2021; Hasdinawati et al., 2021)



The simplicity of a service mentioned above is a reference in the implementation of public services by government agencies and also serves as an indicator in the assessment and evaluation of performance for public service providers. With the simplicity of a public service standard, it is hoped that the community can get services that are in accordance with their needs and the process is satisfactory and does not make it difficult for the community.

Public services in accordance with the Simplest indicators at the Makassar City Manpower Office are in the effective category. This shows that the Makassar City Manpower Office has very simple in providing service procedures or procedures and is not convoluted, making it easier for job seekers to manage and receive job seeker card services.

### Certainty

The emergence of complaints about the quality of public services and the chaotic delivery of public services is caused by unclear service procedures or deliberately grayed out so that it becomes a fertile area for the growth of abusive practices. The problems that arise in society are protracted delays, irregularities in procedures and requests for rewards. So the community demands responsibility for service and improvement of the performance of public services is getting better.

The public expects that in the implementation of public services, among others, the increasing quality of public services in the form of fast, easy, fair, legally reasonable, transparent, safe, precise, reasonable costs, and accountable services and eliminate the opportunity for unofficial levies. In addition, it is necessary to strive for effective service patterns that provide convenience for the community in the implementation of services.

Public services in accordance with the Certainty indicator at the Makassar City Manpower Office are in the effective category. This shows that the Makassar City Manpower Office already has clarity and certainty of procedures and procedures, service requirements, work units of authorized and responsible officials in providing services, details of service fees or rates and the period of completion of services in making job seeker cards.

### Justice

Justice calls into question the distribution and allocation of services administered by service providers. This indicator is closely related to the concept of adequacy or appropriateness of both. Both question whether a certain level of effectiveness, needs and values in society can be met.

Fair and quality public services which are the rights of all citizens are the dreams / ideals that are expected by all parties, especially in the context of providing public services as mandated by the Public Service Law. Fair means that every citizen without regard to differences in ethnicity, religion, race, and social strata can access public services according to his needs. Fair also means that it can be enjoyed by everyone.

Public services in accordance with the indicators of Justice at the Makassar City Manpower Office are in the effective category. This shows that the Makassar City Manpower Office has been very fair in providing services. Introduction to work is not discriminatory in the sense of distinguishing ethnicity, race, religion, gender and economic status. The range of services has also been tried as widely as possible so that the distribution is even and fair for all levels of society.

### **Safety and Comfort**

Security concerns the processes and products of public services providing a sense of security and legal certainty. While comfort includes an orderly, orderly service environment, the availability of a comfortable, clean, tidy waiting room, a beautiful and healthy environment and equipped with service support facilities such as parkers, toilets, places of worship and others.

In general, sara and office infrastructure, both main and supporting in nature and complete support and meet the cues are only available in private companies as commercial institutions. However, nowadays along with the demands of excellent service, government agencies have begun to move to pay attention to facilities and infrastructure to improve services.

Public services in accordance with the Safety and Comfort Indicators at the Makassar City Manpower Office are in the effective category. This shows the existence of processes and products of service results that can provide security, comfort and legal certainty for the community. The condition of the facilities and infrastructure of services is clean, neat and orderly so that it can provide a sense of comfort to job seekers.

### **Responsive**

At this time, the performance of this public service has become a measure of the performance of local governments, especially their regional heads. On various occasions public dissatisfaction with the performance of public service management is increasingly expressed by the public openly. The community demands that the delivery of services be more responsive to the needs of the community and the implementation of transparent and participatory public services.

Public services in accordance with the Responsive Indicators at the Makassar City Manpower Office are in the effective category. This shows that the attitude and behavior of officers in providing services to the community have been very polite and friendly and respect and respect each other. Officers have also fulfilled the principle of responsibility which means being responsible for resolving affairs and resolving complaints/problems in the implementation of making job seeker cards.

### **CONCLUSION**

The results showed that Public Services in Making Job Seeker Cards at the Makassar City Manpower Office are relatively effective, judging from public service indicators which include Openness, Simplicity, Certainty, Justice, Security and Comfort and Responsiveness (Service Officer Behavior). This perception is based on the ability of employees to carry out and carry out their respective duties while in the work environment. The ability in question is the work process, both routine tasks and additional tasks from the leadership are able to be completed properly and as quickly as possible. In addition, based on the results of observations and research, the author can conclude that the focus of the research has been answered by paying attention to activities including openness, simplicity, certainty, fairness, security and comfort as well as responsiveness (behavior of service officers) in completing a job. The six indicators have been running well and

1 in accordance with applicable regulations so as to ensure the effectiveness of public services in making job seeker cards at the Makassar City Manpower Office.

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