

Research article

Analysis of the Quality of Public Services in a Cleanliness, Security and Health Strengthening Program in Jakarta Province

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Abstract.

This study aimed to determine the quality of public services in the Cleanliness, Security, Order and Health Strengthening Program in the Kelapa Dua subdistrict, in Kebon Jeruk District, West Jakarta Administration City, DKI Jakarta Province. Qualitative research methods were used. The researcher collected the data through interviews, observations, and document review. This study examined five aspects of service quality: physical evidence (tangibles), reliability, responsiveness, assurance, and attention (empathy) for the three areas of strengthening: a) cleanliness, b) security, peace and order, and c) health. The results showed that the general hygiene conditions were quite good; security, peace, and order were good; and health was not good. The cleanliness aspect lacked physical evidence, specifically the lack of more sophisticated equipment for mud dredgers, productive waste management, and reliability aspects, especially in terms of the expertise of officers which still needed to be improved. The condition of security, peace and order needed improvement in terms of the physical evidence, such as sophisticated integrated communication tools, and the reliability of officers. Health conditions also lacked physical evidence, particularly health equipment, medicines, self-isolation facilities for those affected by infectious diseases such as Covid-19, and reliability, because of a lack of medical personnel.

Keywords: quality of public services, strengthening of cleanliness, security, peace, order and health

1. Introduction

Currently, there are still many weaknesses in public services by government officials, so that they have not been able to meet the quality expected by the community. The existence of various public complaints to create a negative image of the government apparatus indicates those weaknesses. Given that the main function of the government is to serve the community, the government needs to continue to improve the quality of service. Efforts to improve the quality of public services need to develop a community satisfaction index as a benchmark for assessing service quality. In addition, the community satisfaction index data will be used as an assessment material for service elements that still need improvement and become a driving force for each service provider unit

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to improve the quality of its services. The community satisfaction index of the Kelapa Dua Subdistrict ranks 27th out of 58 urban in West Jakarta, with a score of 85.79, while the Kebon Jeruk Subdistrict ranks 4th out of 6 urban Subdistricts (Jakarta Provincial Government Data, 2021). In order to increase service satisfaction, the quality of public services must be improved.

A transparent and accountable public service is required to keep up with the advancement of an increasingly advanced and high-tech era. It is necessary for every government agency to improve community services in order to provide excellent public services in a more effective, efficient, productive, and economical manner. Demands for change are frequently directed at government officials regarding public services provided by the apparatus to create a negative image in society during the reformation era and the new normal. People who have dealt with bureaucracy are always displeased. They are also dissatisfied with the apparatus's performance in providing services.

The attention given by the District Head (*Camat*) and Subdistrict Head (*Lurah*) indicates that the program to improve the quality of public services has become a benchmark for the Governor of DKI Jakarta Province to bring services closer to the community so that the response to needs and services becomes faster. The goal of government administration activities in Kelapa Dua Subdistrict, Kebon Jeruk District, West Jakarta Administrative City, in particular, is to provide community services under its authority in Kelapa Dua Subdistrict, Kebon Jeruk District. As a result, the policies adopted to achieve the goal of government administration activities are listed in the Decree of the Governor of DKI Jakarta Province number 52 of 2004 and number 15 of 2019, the Decree of the Governor of DKI Jakarta Province number 779/2003 and Regional Regulation number 8 of 2007, as well as Regional Regulation No. 4 of 2009 and the Instruction of the Regional Secretary. Number 33 of 2020 improves K3-priority public services (Strengthening Hygiene, Security, Order and Public Health). This K3 program is run by the DKI Jakarta Provincial Government's Bureau of Governance, Mayors, and Regents.

The K3 is a program that has been delegated to DKI Jakarta subdistricts. The K3 program aims to strengthen the region's ability to implement good governance in the environmental and health sectors in order to improve government performance. It understands the significance of service quality and development activities in government bureaucracies. To improve the community's well-being, public services are required. However, the DKI Jakarta Provincial Government pays attention to several things when

it comes to providing public services, including in Kelapa Dua Subdistrict, Kebon Jeruk District, and West Jakarta Administrative City.

To support government activities in providing public services, the citizens need to know and be aware that the apparatuses are competent and ready to face societal changes in this era of transparency and accountability. The level of cleanliness in the Kelapa Dua Subdistrict area, especially in densely populated residential areas, causes hygiene problems to become a major problem because there is still much garbage in the environment, waterways, and piles of garbage in temporary disposal sites (TPS) that have not been lifted which will overall have an impact on public health. In addition, considering the level of public health, the capacity of the apparatus is still considered incompetent. It can be seen from the number of residents who are still affected by dengue hemorrhagic fever, diarrhea, tuberculosis, coughs, colds, and polio immunization, as well as the infection with the Covid-19 virus due to lack of counseling, socialization of actions from the authorities and public awareness in maintaining environmental cleanliness coupled with the lack of level of citizen welfare. The health sector is also related to *Posyandu* and elderly services to determine the development of the health level of children under five and the elderly who still need to be improved.

Another thing that the government must pay attention to is the level of community satisfaction with the services provided, especially in public services for the K3 strengthening program, where researchers often hear complaints from the public about the services provided, which show that community expectations have not been met in the K3 program. On the other hand, there are complaints from the public about the quality of public services, especially in strengthening K3, which includes the human need for a beautiful, comfortable, peaceful, and healthy feeling to be the most basic need.

The purpose of government activities in Kelapa Dua Subdistrict, Kebon Jeruk District, DKI Jakarta is to provide community services under its authority. Therefore, in order to realize the target of the government administration activities, the policies adopted are listed in the Decree of the Governor of DKI Jakarta Province number 52 of 2004 and number 15 of 2019, Decree of the Governor of DKI Jakarta Province number 779/2003 and Regional Regulation number 8 of 2007, as well as Regional Regulation number 8 of 2007. Decree No. 4 of 2009 and Regional Secretary Directive No. 33 of 2020 improved the public services of K3 (Enhancing Health, Order and Public Health). This K3 is one of the DKI Jakarta Provincial Government programs through the DKI Jakarta Provincial Administration Bureau and the Mayor and Regent. The K3 program has been delegated to the Subdistricts in the DKI Jakarta area. The overall purpose of the OSH

program is to encourage the region to implement government performance in the fields of environmental, security, and health in order to improve.

One of the main problems that the government has to address is the level of community satisfaction with the services provided by government agencies, especially in public services for the K3 strengthening program, where there are often complaints from the public about the services provided. On the other hand, there are complaints from the public about the quality of public services, especially in the area of security and the need for peace and health to be the most basic needs. Based on the data, it is necessary to research to know and analyze the quality of public services in the Strengthening Hygiene, Security, Order, and Health (K3) program in Kelapa Dua Subdistrict, Kebon Jeruk District, DKI Jakarta Province.

In the field of peace and order, with the increase in population and urbanization, urban crime and the danger of residential fires will also increase. Indirectly, the sense of security and peace will diminish on its own. Many people who sell food and other items on the sidewalk, in the road, and above the waterway also impact security and order. We know that problems of cleanliness, orderliness, and health are related.

TABLE 1: Number of Cases in the K3 Strengthening Program.

No	Year	Number of Cases (per year)	Description
1	2020	38	K3 Strengthening Program
2	2019	8	K3 Strengthening Program
3	2018	13	K3 Strengthening Program

Source: Kelapa Dua Subdistrict (2020)

Table 1 could show the negative and positive changes from year to year. In 2018 there were 13 cases, then in 2019, it fell to 8 cases, and in 2020 the number of cases rose again to 38 cases—the number of these cases recorded in the DKI Jakarta Provincial Government system.

According to Kotler & Keller (2013), a person’s feeling of pleasure or disappointment arises after comparing the performance (or outcome) thought to the expected performance (or outcome). If performance fails to meet expectations, residents will be dissatisfied, marked by complaints. If performance matches expectations, residents will be satisfied. If performance exceeds expectations, the resident will be very satisfied or happy. Residents are satisfied when their expectations are met and are very happy when their expectations are exceeded. So the performance must be achieved equal to the

expectations of the community. The table above shows that cases can be interpreted that the performance has not met the expectations of all residents.

TABLE 2: Average Employee Performance.

No.	Month/Year	Average employee before Covid-19	Average employee after Covid-19		Number of employees
		Work From Office	Work From Office	Work From Home	
1	Before Covid-19	7 (Full day)			7
2	Sept 2020		4	3	7
3	Oct 2020		4	3	7
4	Nov 2020		4	3	7
5	Dec 2020		4	3	7
6	Jan 2021		3	3	6

Source: Kelapa Dua District (2020)

For employees from September 2020 until now January 2021 due to the pandemic, work from home (WFH) is applied. Not as usual when normal full-time employees are at work.

The rise of Covid-19 cases has limited the space for K3 officers to move. In the data obtained, Kelapa Dua Subdistrict occupies the second-highest position of Covid-19 cases in Kebon Jeruk District (Puskesmas Jakarta Barat, 2021). The development of Covid-19 makes the governmental agent monitored per day, the movement of this infectious disease can increase very significantly. It has been one year but has not been able to make all levels of society relieved and comfortable—various government actions and policies were conducted to reduce the transmission of the Covid-19, such as tracking the positive patient through Big Data Analysis and clustering the cases (2). The Subdistrict area is include in the two highest Covid-19 case regions and the first categorized as orange area.

The reason why the research location for Kelapa Dua Subdistrict, Kebon Jeruk District, was chosen is because of the high number of Covid-19 cases in the area. The orange area has the highest rank, then the number of K3 cases from 2018 to 2020 continues to increase. The problems above are important for research related to the quality of services provided and the satisfaction of public services, considering that during the pandemic period, employee performance limits due to Work From Home (WFH).

2. Theoretical Framework

2.1. Public Services Quality

MENPAN Decree Number 63 of 2004 states that the essence of public services is excellent service to the community, which embodies the obligations of government officials as public servants. The definition of Public, according to Abidin (2016: 70), has three connotations, that is: 1) Government; 2) Society; 3) General.

Law Number 25 of 2009 concerning Public Services states, "Public services are activities or series of activities in the context of fulfilling service needs following laws and regulations for every citizen and resident of goods and services and or administrative services provided by the administration of public services" (Article 1 point 1).

The above definition contains three important elements in public services, to be specific:

1. Organizations providing public services, especially the Government or Regional Governments;
2. Service recipients are people or communities or organizations with interest;
3. Satisfaction is given and/or received by service recipients (customers).

The essence of public service is:

1. Improving the quality and productivity of the implementation of duties and functions of government agencies in the field of public services;
2. Encouraging efforts to streamline the service management data system so that public services can be carried out more efficiently (efficiently and effectively);
3. Encouraging the growth of activities, initiatives (initiatives), and community participation in development as well as improving the welfare of the wider community;

Understanding the nature of public services as stated above, there is also the nature of public services: 1) A process of fulfilling the needs of the community, especially those related to the public interest and the interests of groups or individuals in the form of goods or services; 2) All forms of services provided by central and regional government agencies and the environment of BUMN/BUMD both in the context of efforts to meet the needs of the community and in the context of implementing the provisions of the legislation (4).

2.2. Service Quality

There are six perceived service quality criteria as follows: (1) Professionalism and skills, namely having the knowledge and skills needed to solve problems professionally; (2) Attitude and Behavior, namely paying great attention, helping spontaneously, and being friendly; (3) Accessibility and flexibility, namely accessing services easily according to customer wishes; (4) Reliability and Trustworthiness, namely being able to rely on and fulfill promises and prioritize the interests of customers; (5) Recovery, namely taking action to control the situation and find the right solution; (6) Reputation and credibility, namely being trustworthy and providing value commensurate with the costs incurred. The quality of the product perceived by consumers will determine consumer perceptions of performance, which in turn has an impact on customer satisfaction (5,6). According to Yamit (2010), the complicated part of service is “quality, which consumer expectations strongly influence.

Services can be linked to physical products, but they can also be unrelated. The definition of service, according to Tjiptono (2012: 4), service can be viewed as a system consisting of two main components: service operations that are often invisible or unknown to the customer (back office or backstage), and service delivery that is usually visible or known to customers (often seen in the front office or frontstage). The four basic characteristics of almost all services according to Gronroos are: (1) public services are intangible, (2) service is an activity, and a series of activities: (3) production and consumption of a customer generally coincide: (4) more, or fewer customers are involved in the service production process.

Gronroos in Lovelock et al. (2011: 154) define “service quality from the user’s point of view as something that consistently meets or exceeds customer expectations.” “The superiority of a service product or service depends on the uniqueness and quality shown by the service, whether it is following the expectations and desires of the customer/public” (9).

2.3. Service Characteristics

Services or services have four main characteristics referring to the opinion of Tjiptono (2012: 28), first, intangible (intangibility). Services are significantly different from physical goods. If the item is an object, tool, material, or object that people could see, touch, and feel with the five senses, the service is an act, action, experience, process, performance (performance), or an abstract business. If goods can be owned, services tend only to be

consumed but cannot be owned (non-ownership); Second, they vary (heterogeneity). Service is variable or heterogeneous because it is non-standardized output, meaning that the form, quality, and type are very diverse, depending on who, when, and where the service is produced.

Therefore, to see the quality of service can be seen through five aspects, to be specific: 1) Physical Evidence (Tangibles), regarding the physical appearance of service facilities, equipment/equipment, human resources, and company communication materials; 2) Reliability, related to the company's ability to deliver services that are presented accurately from the first time; 3) Responsiveness, regarding the willingness and ability of service providers to help customers and respond to their requests immediately; 4) Assurance, relating to the knowledge and courtesy of employees and their ability to foster trust and customer confidence; and 5) Empathy, means that the company understands the problems of its customers and acts in the interests of customers, and gives personal attention to customers and has comfortable operating hours and understanding of the individual needs of these customers (10–13).

2.4. Community Satisfaction Characteristics

Satisfaction is a complex phenomenon and is determined by many factors. Thus, none of the satisfaction theories has been able to explain the condition or phenomenon fully. The word satisfaction comes from the Latin "*satis*" (meaning good enough, adequate) and "*factio*" (doing or making). In simple terms, community satisfaction interprets as a perspective of community behavior. The term community satisfaction has become a complex one. The measure of the success of service delivery is determined by the level of satisfaction of service recipients. Service recipient satisfaction is achieved when the service receives the service as needed and expected (14). The level of community satisfaction is highly dependent on the quality of a product. The product can mean goods or services. In this study, researchers discuss services. Community satisfaction is a response to the fulfillment of satisfaction. In this case, it is the fulfillment of the desire to get good service. Hence in nature, there are two forms of services provided, specifically externally community satisfaction with the public services provided and internally is the result of work that the Subdistrict has achieved in the procurement of goods in the field of cleanliness.

While customer satisfaction, according to Tse & Wilton in Tjiptono (2012: 311), "customer response to the evaluation of perceptions between initial expectations before purchase (or other performance standards) and the actual performance of the product as

perceived after using or consuming the product in question.” Understanding satisfaction from some of the experts’ opinions above, it can be concluded that customer satisfaction is the level of one’s feelings after using a product or service and then comparing the performance or results he feels with the desired expectations (14,15).

Formulating the existence of several opinions which state that “community satisfaction is a cognitive reaction to the services provided, whether the service is under the wishes, more or less than expectations.” However, some state customer satisfaction as an after-purchase evaluation, which means that people evaluate the services that have been provided (16).

2.5. Benefits, Strategies, and Performance of the Apparatus in Satisfying the Community

The specific benefits of customer satisfaction for companies, include a positive impact on customer loyalty; potentially become a source of future income (mainly through repeat purchases, cross-selling, and up-selling); reduce future customer transaction costs (especially communication, sales, and customer service costs); reduce the risk associated with predicting future cash flows; increased price tolerance (especially willing to pay premium prices and customers are less easily tempted to switch suppliers); positive word of mouth recommendation; customers tend to be more receptive to product—line extensions, brand extensions, and new add—on services offered by the company; as well as the increasing bargaining power of the company relative to its network of suppliers, business partners, and distribution channels (17).

In satisfying the community, officers need to consider the strategies applied to get the desired and satisfactory results. According to Tjiptono & Chandra (2012: 70), there are at least eight strategies that various organizations have implemented in order to satisfy customers in this study, specifically: 1) Customer Expectation Management; 2) Relationship Marketing and Management; 3) Aftermarketing; 4) Customer Retention Strategy; 5) Superior Customer Service; 6) Technology infusion strategy; 7) Effective Complaint Handling Strategy; 8) Service Recovery Strategy.

In order to improve public services, the performance of service providers must also be improved. They refer to the opinion of experts, assessing performance among others by paying attention to the quantity of work, quality of work, and timeliness by paying attention to maximum results (18). It also effectively uses resources within the organization, independence where the officer does not need to wait for superiors or

be supervised, but they have a high awareness to ignites work and pay attention to interpersonal relationships (8).

3. Research Methodology

The method in this study uses a qualitative approach, which emphasizes the aspect of a deeper understanding of a problem (19), in this case, related to the topic of cleanliness, security, order, and health in Kelapa Dua Subdistrict, Kebon Jeruk District. The research method is a very important part of determining the success or failure of research. The qualitative research method is a way to obtain data, information, and facts related to cleanliness, security, peace, order, and health (20). This research is descriptive to determine how the reality of the studied events makes it easier to know and understand the quality of public services, cleanliness, security, peace, order, and health.

Data collection techniques in this study researchers used observation, document review, and interviews or interviews. Observations directly describe the research site, review documents for data processing and analysis, and interviews are used to deepen material on cleanliness, security, order, and health in Kelapa Dua Subdistrict, Kebon Jeruk District (21).

The participants in this study were subdistrict government figures, employees or officers, the community as independent parties, in this case, NGOs, and the community as those who felt the quality of service, who lived in the Kelapa Dua Subdistrict, Kebon Jeruk District, West Jakarta. In the table below, the number of participants or key informants is as follows:

After collecting data, the researcher analyzed the research data using descriptive techniques related to the quality of public services in the K3 strengthening program in Kelapa Dua Subdistrict, Kebon Jeruk District, West Jakarta. The descriptive method aims to help solve problems in the present and focus on actual problems. This method could clarify each step of the research in detail. This research method seeks to describe a symptom, past event, or event happening at present. Descriptive qualitative research usually examines objective natural conditions where the informant acts as a key informant (21,22).

TABLE 3: Key Informants.

No	Key Informant	Description	Total Informant
1	Key Informant 1 Sub-district government	<i>Lurah</i> / Subdistrict Secretary	1 informant
2	Key Informant 2 Employee/Officer	Head of Government Section / Head of Development Economics / Head of Welfare Section and Officers or Employees assigned to Cleanliness, Security, Order, and Health	6 informants
3	Key Informant 3 Resident	Independent party Forkabi NGO; Pemuda Pancasila; Sanggar Seni, Budaya Betawi dan Majelis Taklim	4 informants
		Community members as representatives of the neighborhood community	8 informants
Total			19 informants

Key Informants

4. Result and Discussion

This research is descriptive research about the quality of public health services in Kelapa Dua Subdistrict so that researchers try to explore and then analyze and describe the research results in the form of data obtained from interviews, documentation, and observations.

4.1. Complaint Analysis and Resolution from Resident Relations Management

Citizen Relations Management (CRM) is one of the application systems used by the DKI Jakarta Provincial Government to answer all challenges in improving the quality of services to citizens. The community can report their complaints and see the handling and results of completing the work directly. Rapid Community Response or Citizen Relations Management regulated in the DKI Jakarta Provincial Governor Regulation

Number 128 of 2017 concerning the Implementation of Handling Public Complaints through the Citizen Relations Management Application.

In handling Regional Apparatus Organizations (OPD) reports prioritizing all large and small complaints in weight. In a day when technical and other administrative services are not provided, it is almost certain that every Subdistrict in Jakarta is busy. There are standard operating procedures that the OPD must follow, and these must be assessed as well.

Based on the CRM results report, from 2018 to 2020, the Kelapa Dua Subdistrict government has completed 59 cases. Most cases resolved were in 2020; as many as 38 cases of complaints were resolved. In 2018 there were 13 cases, and in 2019 there were 8 cases resolved by the Kelapa Dua Subdistrict. This CRM is an integrated system with the JAKI application belonging to the DKI Jakarta provincial government that can be installed on people's smartphones. It is an effort from the DKI Jakarta provincial government through the apparatus in the subdistricts to handle all kinds of problems to satisfy the community. This sustainable program is one of the things that are good in integrated conflict management and can be resolved in a short time.

In 2018, ranging from mild to severe cases were resolved in an average period of 31.21 hours; the average case settlement time in 2019 was 2.75 hours, and the average case completion time in 2020 was 5.13 hours. This system facilitates public complaints that can interfere with the comfort of a residence or public facilities provided by the provincial government. As a form of strategy to satisfy the community, this system gets a good reception.

4.2. Aspects of Physical Evidence (Tangibles)

Tangibles or physical evidence concerning the physical appearance of service facilities, equipment or supplies, human resources, from observations and interviews from informant sources, the discussion of research results is as follows:

a) Hygiene Strengthening

Kelapa Dua Subdistrict is considered to be relatively clean, although trash was often found in waterways or near residences, and near canals or rivers, piles of trash could be found. As a result, there is often a heap of garbage on the neighborhood roads, clogged drains, and floods when it rains. The work equipment typically used is the standard from the Provincial Government garbage bins, garbage trucks. Modern equipment and tools are not yet in existence; there are only types of equipment. The results of the cleanliness

observation are, on average, that there is only one employee, but there are two casual daily workers. The cleaning equipment owned by Kelapa Dua Subdistrict is very simple. It does not yet have the sophisticated equipment.

Service from community cleaning officers from Kelapa Dua Subdistrict is quite good because they have not yet blended in with the community, often coordinate, are friendly with the community, often patrol officers, and some feel happy when the officers at the place who are young are responsive and fast and close to the whole community. The employees are following their duties. The division of tasks is based on each RW and RT area.

Employees or officers wear uniforms as specified when doing tasks. Employees on duty wear uniforms as prescribed. If they do not wear full uniforms, they will be given strict sanctions according to the opinion of community members using uniforms.

b) Strengthening Hygiene, Security, Order, and Order

According to the research, most of the informants' opinions are positive regarding security, peace, and order in Kelapa Dua Subdistrict. The majority of informants agree that the problems can be solved even though there are still disturbances in security, peace, and order and even sticking out to the complaint channel, relatively safe and orderly, the elements involved from related units and elements such as Satpol PP, Bimas and Babinsa. The results of observations of security, peace, and order are the number of employees required to maintain these things. One person is assisted by contract workers and one casual daily worker. Kelapa Dua Subdistrict's security equipment is simple, consisting of radio calls, TOA, and other manual equipment.

Service from community cleaning officers from Kelapa Dua Subdistrict is quite good. However, there is still much community involvement to prevent disturbances in public order, fast response, solidarity, professionalism enough because they are often together with the three pillars and community leaders in maintaining order. Employees or officers wear uniforms as specified when doing tasks. If they do not wear full uniforms, they will be given strict sanctions. Some members of the community often see officers in the field wearing uniforms, often in uniforms.

c) Health Strengthening

The health of the environment in the Kelapa Dua Subdistrict is not good because there are still many people who are affected by dengue, tuberculosis, diarrhea. Many are currently being affected by the Covid 19 outbreak in RW, not good or bad because it is frequently documented that people find it difficult to get access and health programs,

many residents are affected by Covid and other diseases in the environment. The results of health observations show that the minimum number of employees is only assisted by casual daily workers and other community officials. For the equipment available in Kelapa Dua Subdistrict, they follow health protocols. Equipment is not sufficient for the community's needs. The medicines available in the subdistrict are still not sufficient for the community's needs.

Service from community cleaning officers from Kelapa Dua Subdistrict. Of course, there are shortcomings, such as taking a little longer in administration and difficult access to the officers directly. It is quite good because they have implemented health protocols. It is quite good that they are seen implementing health procedures and providing much counseling.

The results of the research aspects of physical evidence (tangible) of equipment to serve the community are still lacking. The results of this study are the same. They are supported by research conducted by Susanti (2014), facilities and infrastructure, the unfulfilled place of service with waiting room facilities, and other facilities have not been supported. The facilities can create a comfortable atmosphere for service applicants.

4.3. Reliability Aspect

The reliability aspect is related to the ability of employees or officers to deliver services.

a) Hygiene Strengthening

The time for completion of services and public complaints related to community hygiene is handled quickly in Kelapa Dua Subdistrict. Fast enough, but in some cases, some take a long time due to a lot of garbage or mud and a lack of adequate equipment and equipment, and weather constraints.

Employees or officers work together with the community to discuss and find solutions to problems or complaints to improve cleanliness—discussions on widening the channel for making trash bins and equipment for waste equipment. In addition to the lack of human resources and community awareness, officers often work together in the field in community service events, coordinate with the Head of RT, are invited to work together with field officers to make trash bins, and often officers seek advice or input from the community.

b) Strengthening Security, Peace, and Order

The time for the completion of public services and complaints related to the Security and Order of the community is handled quickly in Kelapa Dua Subdistrict. It is fast, but it looks old and can be resolved well in some places.

Employees or officers work together with the community to discuss and find solutions to problems or complaints to improve cleanliness. Coordination with the community, but the problems that occur are often beyond the officers' ability to consider the high risk and legal problems, coordinating with the Head of RT, seeing the community at the post with the residents, holding monthly meetings to manage the goods.

c) Health Strengthening

The time for completion of services and complaints is usually despite the limitations of health personnel and equipment, but at least there is attention and answers regarding the problem for handling it plus assistance from the Head of the RT and RW, so far residents can be served quickly.

The discussion and coordination with the community more often, but the problems that occur. Must always cooperate with the community because health problems are for the benefit of the whole environment together. Without cooperation with the community, time, energy, and knowledge will not handle health problems completely because dealing with health problems, especially during this pandemic, requires all parties.

The results of the employee interview research provide fast service, the same thing as the analysis carried out by researchers through the CRM system, which in 2019 experienced a significant average completion compared to the previous year. The results of the study are the same. They are in line with the results of research conducted by Wilem et al. (2017) with the results of research conducted in terms of responsiveness to providing administrative services quickly and accurately in terms of clarity of administrative information. It was revealed that the people of Ranomut Subdistrict, Paal District, Manado City.

4.4. Responsiveness Aspect

The responsiveness aspect is regarding the willingness and ability of service providers to help customers and respond to their requests immediately.

a) Hygiene Strengthening

Experienced employees and role models are civil servants without calculating the working hours even the income they get is less than the risk of their work, the number

of personnel is often incomplete, and the working hours are sometimes erratic. There are hygiene problems in several different locations that have not been resolved, so that on the problem side Another cause is long, seen by residents seeing workers outside of their responsible hours even until late at night.

Availability of a place to accommodate complaints from the community, there is socialization from the Subdistrict regarding Quick Community Response/Citizen Relations Management (CRM) is one of the application systems used by the DKI Jakarta Provincial Government. To submit complaints and the results of work completion, the Subdistrict often cooperates and guides RT and RW to handle problems before they arise through the CRM complaint channel, have been invited, and already have a compliant application.

b) Strengthening Security, Peace, and Order

An experienced employee and a role model become a civil servant without calculating the working hours even the income he gets is less than the risk of his work, the number of personnel is often incomplete, and the working hours are sometimes erratic. There are problems in several different locations. The officer solves the problem full of risk and all day, carrying out their duties selflessly.

Availability of a place to accommodate complaints from the community, there is socialization from the Subdistrict regarding Quick Community Response (CRM) which is one of the application systems used by the DKI Jakarta Provincial Government, to submit complaints and the results of work completion, the Subdistrict often cooperates and provides guidance to the community. RT and RW to be able to handle/reduce problems before they arise through the CRM complaint channel have been invited and already have a complaint application

c) Health Strengthening

The officers have been trained to do work wholeheartedly, have the agility, and work quickly in cleaning work. They have received support from all walks of life, the number of personnel is often incomplete, officers have been given training and have received support from all levels of society, the officer solves problems full of risk and time of day, carrying out his duties earnestly.

Availability of a place to accommodate complaints from the community, there is socialization from the Subdistrict regarding the Rapid Community Response (CRM), which is one of the application systems used by the DKI Jakarta Provincial Government. National and even international electronic mass media, and currently all RT and RW,

Dasawisma, and PKK are required to know and socialize it with residents, including other subdistrict community institutions and community and religious leaders.

The results of research on employee responses in providing services are carried out wholeheartedly. It is also supported by the results of other researchers Willem et al. (2017), with the results of research conducted in terms of responsiveness to providing administrative services in terms of clarity of administrative information is quite good.

4.5. Assurance Aspect

The assurance aspect is regarding the knowledge and courtesy of employees and their ability to foster public trust and confidence.

a) Hygiene Strengthening

There are janitors on duty ready to serve in the field, Kelapa Dua Subdistrict. Lack of employees causes vacancies often occur due to many problems, for problems that require a bit of time, such as disaster management, community members must report it first and wait for the officer to come, often seen in the field, often see especially on major roads, only time sometimes it takes a long time to handle.

The concern of employees about cleanliness when there are problems in the cleaning services in the Kelapa Dua Subdistrict environment is more responsive than before. Employees are sometimes inexperienced, so they often ask for help from local RT and RW administrators. They care enough but are often constrained by the limited number of personnel so that the employee must complete administrative work in his office first, and we are often together, especially if there is a government program.

b) Strengthening Security, Peace, and Order

Security and Order employees are on guard, ready to serve in the field, Kelapa Dua Subdistrict. Employees often have vacancies due to long handling of problems, such as disaster management, community members must report it first and wait for the officer to come, and residents often see the employees on duty.

Employees often ask for help from local RT and RW administrators. They are quite concerned but are often constrained by the limited number of personnel so that these employees have to complete double work, are very concerned even if they are not finished they are still in place, often with residents if there are government programs when their flood disaster occurs care enough. Employees on duty have high competence to

support the completion of work properly in serving security, peace, public order. not too much

c) Health Strengthening

Health workers on duty are ready to serve during the pandemic. The lack of personnel causes them to often concurrently carry out mask raids and have a task force team.

Care and courtesy of employees when there are problems in health services in the Kelapa Dua Subdistrict environment. Employees often ask for help from local RT and RW administrators, are quite concerned but are often constrained by the limited number of personnel so that these employees have to complete administrative work, are very concerned even if they are not finished, they are still in place, if there are government programs and when there is a flood disaster.

The employee on duty has high competence to support the completion of a good job in serving the health, care enough even with the risk of transmission, is often seen sacrificing time and safety of his body and soul, if there are sick residents, immediately assisted.

The results of this study on the aspect of this guarantee that the competence of employees is quite good and can be relied on to complete tasks but lack personnel. It is different from the research of Rowa & Aser (2019). The study results show that from the aspect of quality, it turns out that employees who work in the Subdistrict are currently still very limited in quality, especially in the areas of quality their expertise. The results of this study at the level of politeness of employees are quite good in line with the results of the research conducted by Suandi (2019) on community satisfaction with elements of politeness and friendliness of officers with a high community satisfaction index value. Therefore the District Office must strive to improve the ability of service officers. The Belitang District Office needs to increase the number of service officers so that the service process is getting better and faster.

4.6. Empathy Aspect

Empathy is understanding the community's problems and acting in the community's interests, giving personal attention to the community, feeling comfortable, and understanding the community's individual needs. Empathy is the ease of doing relationships or communication.

a) Hygiene Strengthening

The attitude of employees in giving attention and care when there is a problem is always coordinated—prioritizing the community's needs in cleaning services, quite good and caring for the community, often helping the community, caring because sometimes they like to help. When the complaint is finished, it is always coordinated.

Obstacles experienced and what efforts were made in overcoming the pile of garbage. There are many problems of lacking human resources, such as employees who handle hygiene problems. The lack of modern equipment and equipment following regional capacities such as waste processing machines and garbage scrapers. The lack of public awareness to care and participate in dealing with waste and other waste problems, lack of landfills waste, lack of equipment and machinery for waste management to be productive, lack of modern places and equipment to manage waste.

b) Strengthening Security, Peace, and Order

The attitude of employees in giving attention and care when there are problems in the field and prioritizing the needs of the community in service is quite good. Moreover, caring for the community has a high awareness of the importance of security, peace, and order related to the running of the wheels of government, especially in the Subdistrict, problems often occur outside of hours office, for example, when there is a disaster they are always there.

Obstacles experienced and what efforts are being made to overcome them, lack of employees who handle peace and order problems in the region, lack of public awareness to take care and participate in dealing with environmental security issues, lack of security and order posts in all neighborhoods and neighborhoods. RW, the difficulty of collecting data on resource maps to prevent the occurrence of disturbances in public order and security, and the large number of residents who do not report and even do not have an identity in the area they live in, the lack of self-help officers in the community.

c) Health Strengthening

The attitude of employees in giving attention and care when there are problems in the field and prioritizing the needs of the community is very concerned about caring if there are problems. The employees prioritizing the community's needs to get health services is quite good, and caring for the community when there is a disaster. They are always there even though they must facing severe and outside of working hours, often against health risks.

The obstacles experienced, and the efforts made to overcome them are the lack of human resources and the number of employees. The problems are the lack of independent health post places and directly touching the community in all RT and RW environments; the difficulty of collecting resource map data to prevent outbreaks of transmission disease and poor data collection for health and social welfare services, data discrepancies occur. It is difficult to invite people to live healthily and lack economic welfare and invite people to a healthy lifestyle and lack of adequate medical equipment.

In the aspect of empathy, the element of friendliness or attention shown by employees with good attention, following the results of research by Wilem et al. (2017), the friendliness shown by government officials in providing services is good. It only needs to be improved again in terms of hospitality, as well as empathy and firm attitude that it is shown that the government apparatus is not good enough because according to the results of interviews with information in the firm attitude of the apparatus, there is still a discriminatory attitude that is often carried out in the administrative service process.

5. Conclusion

Based on the results of the analysis and discussion of the quality of public services in the program for Strengthening Hygiene, Security, Order and Health (K3) in Kelapa Dua Subdistrict, Kebon Jeruk District, West Jakarta Administration City, DKI Jakarta Province, regarding the theory of service quality which consists of the following aspects: physical evidence (tangibles), reliability, responsiveness, assurance, and attention (empathy). The quality of public services in question is the quality of services provided to the community, especially the program to strengthen cleanliness, security, peace, order and health by the Kelapa Dua Subdistrict Government. If the quality of service improves, it is expected to increase the satisfaction of public services and minimize public complaints or protests. The research results for general cleanliness conditions are quite good; for security, peace, and order are good; but for the health is not good due to the pandemic, it happened because many people are affected by the Covid-19 outbreak. In the case matters, almost all cases can be resolved, but the completion time is not optimum. It is due to a lack of staff and limited equipment. The response and attention of employees given to the community when there is a problem or complaint are good.

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