ORIGINAL ARTICLE

TAMALANREA
JOURNAL OF GOVERNMENT AND DEVELOPMENT

Quality of public services at the Ahusen village office, Sirimau district, Ambon city

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Abstract
The purpose of this study is to identify in depth the root of the problems faced by the Ahusen Urban Village in terms of the quality of service to the community in Sirimau District, Ambon City. This study uses a type of quantitative descriptive research. The location of the study is the Ahusen's Village Office, Sirimau District, Ambon City. The sample from the study for employees was taken by purposive sampling, which was 5 people. As for the community respondents, they were taken incidentally, namely 25 people. Therefore, the total number of samples is as many as 30 people. The data that has been successfully collected related to each of the indicators mentioned above, will be analyzed by a quantitative descriptive method where the data obtained will be displayed through a frequency table, then to draw conclusions about each indicator seen through the tendency of respondents' answers. The results of the study showed that there was a variation in the perception of service quality at the Ahusen's Village Office. While there were positive perceptions regarding employee appearance, computer availability, and employee willingness to hear complaints and provide assistance, there are significant challenges related to timeliness, accuracy, readiness, willingness, accuracy, knowledge, trust, and service security. Further evaluation and comprehensive corrective actions are needed to improve the quality of services and overall community satisfaction. These improvement efforts can include employee training, improved physical facilities, improved communication between employees and the community, and stricter supervision of the quality of services provided.

Keywords
Government Quality, Public Service, Servqual Model, Community Development

1 | INTRODUCTION

Public service is a collective or individual effort within the bureaucracy to provide assistance to the community to achieve specific goals (Rudiyanto et al., 2022; Zain et al., 2024). This includes the provision of efficient and quality services in the fields of education, health, and administration (Liestyanti & Prawiraatmadja, 2021; Ostrom & Ostrom, 2019; Ritz et al., 2016). Bureaucracies are responsible for ensuring fairness and accessibility in the services they provide, promoting community participation, and improving the quality of life through innovation and policies oriented towards the public interest. Thus, public services not only facilitate daily needs, but also become the foundation for sustainable and inclusive development for the entire community (Sakir, 2024).

One form of public service is the Population Administration service (Indriyati et al., 2023; Supriyanto et al., 2021). Population administration is an important pillar in the government structure as manages population data and documents through various activities such as population registration, civil registration, and administrative information management (Hidayah, 2020). This process not only provides an accurate and reliable database, but also allows the government to optimize public services and support the development of other sectors (Mosher, 2016). In this way, population administration not only facilitates the legal identification of individuals and families, but also provides a solid foundation for sustainable social, economic, and infrastructure policies. Through the utilization of population administration results, the government can increase efficiency and effectiveness in providing community services and direct public resources to achieve broader development goals (Maulani, 2020).

Improving the quality of public services is a crucial issue because of the increasing public expectations for effective and efficient services, in line with the slow change in the implementation of public services (Bullock et al., 2020; Trischler & Westman Trischler, 2022; Xiong et al., 2017). Society now demands greater transparency, responsiveness, and accountability from public services, but practices on the ground do not fully meet the expected standards (Suryantoro & Kusdyana, 2020). More systematic and sustained efforts are needed to address this gap, including improved training and performance monitoring, as well as the application of information technology to improve administrative efficiency (Yoraeni et al., 2022).

The Public Service Law is different from other laws because it regulates government systems and mechanisms and encourages community empowerment so that they can enjoy public services optimally. The increasing expectations of the public for the quality of service reflect the awareness of their rights to receive good service (Dick-Sagoe, 2020; Hakim, 2021). To meet these demands, optimal work effectiveness from government agencies is needed to implement these rights in practice (Cendana & Oktariyanda, 2022).

In implementing public services, the government should focus on improving quality and ensuring the provision of services in accordance with the general principles of government (Bryson et al., 2014; Fung, 2015). This is important to provide equal protection to all citizens (Suprianto, 2023). By prioritizing the quality and suitability of services, the government can ensure that every individual gets fair and quality access to the public services they need. These measures not only increase public trust in the government, but also strengthen the foundation of good governance in providing effective and efficient services (Ferdinandito & Haryani, 2021).

The government should improve the quality of services and ensure the provision of public services in accordance with the basic principles of government to protect every citizen (Liando, 2013; Mosher, 2016). Based on the Regulation of the Minister of State Apparatus Empowerment Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services, it is stated that government agencies at the center, regions, and State-Owned Enterprises, both to meet the needs of the community and comply with legal regulations, including sub-district governments, must immediately establish population administration services such as the issuance of letters of introduction for ID cards, family cards, certificates, and others (Amin, 2020).

The government's Standard Operating Procedures (SOPs) have been regulated to be more transparent regarding service procedures, administrative requirements, cost details, and estimated completion times so as not to complicate the service process. According to Sailendra, SOPs are guidelines that ensure the smooth operation of the organization (Anggraini & Suaidah, 2022). The purpose of the SOP is to strengthen the commitment to the tasks carried out by government work units to realize good governance.

The implementation of SOPs and State Apparatus Regulation Number 35 of 2012 not only increases the effectiveness and efficiency in services to the community, but also strengthens the important role of the village in carrying out government duties. Urban Village, as the smallest government unit, has a great responsibility in carrying out government affairs, community empowerment, and public services in its area, as stipulated in Article 3 paragraph (1) letter h. With clear and structured work guidelines through SOPs, the village can ensure that every task and responsibility is carried out in accordance with the set standards, so that services to the community become more optimal and transparent (Dick-Sagoe, 2020).

Under the leadership of the Head of Village who is responsible to the Sub-district Head, the Village is tasked with maintaining public order, the environment, and the welfare of the community in the environment covered by its work area. The functions of the Village, as described in Article 17, include a variety of responsibilities (Akay et al., 2021). The village not only implements local government programs, but is also active in community empowerment through various activities that support economic growth and social welfare. Community services are the main focus, including population administration and maintenance of public facilities (Putri, 2022).

In addition, the Village is responsible for fostering order and security, as well as the sustainability of the local environment (Barlow et al., 2013; Romzek & Dubnick, 2018). Through various initiatives, the Village is also involved in the arrangement of infrastructure and public facilities to meet the daily needs of its community. In carrying out its duties, the Village conducts monitoring, evaluation, and reporting related to the implementation of programs and activities. The village is also ready to carry out additional tasks given by the leadership or superiors, in accordance with their mandates and functions. Thus, the role of the Village is not only as an administrative unit, but also as an institution that plays an active role in the development and welfare of the local community (Marande, 2020).

This research was carried out because of significant problems that hindered the Ahusen's Village Office in providing services to the community. One of the main problems is the limitation of facilities and infrastructure, such as a limited waiting room and only one computer unit that must be used by all employees. In addition, there are limitations in technicians' access to the internet, as well as frequent signal disturbances that result in delays in the service process to the community. This condition has a negative impact on the efficiency and effectiveness of services provided by the Ahusen's Village Office.

Case studies from previous studies show that similar conditions also occur in various other regions. For example, research in a village in Surabaya found that limited facilities and technological means hindered employee performance in serving the community (Fadli et al., 2012). On the other hand, some countries such as Singapore and South Korea have successfully overcome this problem by adopting advanced technology and upgrading their public service infrastructure. In Singapore, for example, the implementation of digitalization systems in public services allows for faster and more efficient access, as well as reducing the administrative burden on employees (Faedlulloh et al., 2020). Meanwhile, South Korea has implemented e-government that allows people to access various government services online, which has been proven to increase public satisfaction and participation (Wahyuningsih & Purnomo, 2020). Learning from these cases, it is important for the Ahusen's Village Office to find innovative solutions that can overcome the limitations of facilities and infrastructure, as well as improve the quality of services to the community.

The purpose of this study to identify in depth the root of the problems faced by the Ahusen's Village Office in terms of the quality of service to the community in Sirimau District, Ambon City. This study will examine the extent to which the limitations of facilities and infrastructure as well as technical factors such as internet access and signal interference have an impact on service quality. Thus, this study aims to provide constructive and evidence-based recommendations to improve the efficiency and effectiveness of public services in the Ahusen's Village Office. This research aims to identify in depth the problems that exist in the village, including infrastructure limitations, ineffective policies, and public perception of the quality of services received.

Specifically, the research will focus on an in-depth analysis of the existing infrastructure conditions, the policies implemented, as well as public perception and satisfaction with the services provided. The background of this research also strengthens the context of the literature by adding relevant recent research references. For example, Sudi By (Fadli et al., 2012) which found that the limitations of technological facilities hindered the performance of public services in Surabaya, and (Faedlulloh et al., 2020) which shows how digitalization in Singapore improves service efficiency. Moreover (Wahyuningsih & Purnomo, 2020) shows that the implementation of e-government in South Korea increases public satisfaction and community participation. By highlighting these studies, it is hoped that the results of this study can make a positive contribution to efforts to improve public service standards at the local level, especially in Ahusen's Village, Sirimau District, Ambon City.

2 | METHOD

This study uses a quantitative descriptive research method (Liestyanti & Prawiraatmadja, 2021). Quantitative descriptive research aims to describe, research, and explain the studied phenomena as they are, by using numerical data to draw conclusions. The research location is at the Ahusen's Village Office, Sirimau District, Ambon City. The population in this study refers to a generalization area consisting of objects or subjects with certain quantities and characteristics that have been determined by the researcher to be studied, with the ultimate goal of drawing relevant conclusions (McNabb, 2017). The population referred to in this study includes all employees working at the Ahusen's Village Office, which totals 11 people, as well as the local community.

In this study, the employee sample was selected using *the purposive sampling* technique, which is a sample determination technique with certain considerations, so that 5 employees were selected as a sample. As for the community, the determination of samples was carried out incidentally, where respondents were taken randomly during the study, until as many as 25 people were collected as samples. Thus, the total sample used in this study is 30 people.

The sampling method used aims to obtain an accurate representation of the population being studied, so that the data obtained is expected to provide a valid picture of the phenomenon being studied. The purposive sampling technique was chosen to ensure that the sample of employees taken was directly related to the object of the research, while the incidental technique was used to obtain a sample of people who varied in the context of their role in the village environment. This relatively small sample size is expected to provide in-depth and relevant data for further analysis in this study. In addition, the quantitative approach in this study allows researchers to measure the observed phenomena objectively, so that the results of the study can be presented statistically and support a more precise conclusion process.

3 | RESEARCH RESULTS AND DATA ANALYSIS

3.1 | Research Results

This study aims to understand in depth how the quality of service provided by employees at the Ahusen's Village Office, Sirimau District, Ambon City, is related to the level of community satisfaction as service users. To answer this problem, data collection was carried out through field research that focused on service quality variables at the Ahusen's Village Office. To measure the quality of public services at the Ahusen's Village Office, this study uses five

main dimensions, namely tangible (physical evidence), reliability (reliability), responsiveness (responsiveness), assurance (guarantee), and empathy (empathy) (Cuadrado-Ballesteros et al., 2013; Liestyanti & Prawiraatmadja, 2021; Rudiyanto et al., 2022; Zain et al., 2024).

First, the tangible dimension (physical evidence) is measured through several sub-dimensions, namely attractive employees, the availability of service facilities in the form of computers, and the availability of chairs and desks in the workspace. Professional appearance of employees and adequate facilities reflect a commitment to quality service (Parasuraman et al., 1988). Second, the reliability dimension includes the accuracy of service delivery, service accuracy, and community satisfaction in obtaining services. Accuracy and accuracy in service are the main indicators of the reliability of a service (Grönroos, 1984). Third, the responsiveness dimension is measured through the willingness of employees to provide services, the willingness to help the community, and the accuracy of employees' responses in providing services. Employee responsiveness shows the extent to which they are ready and able respond to the needs of the community quickly and effectively (Parasuraman et al., 1988). Then the assurance dimension is measured through the employee's knowledge of the needs of the community, the safety of the services provided, and the comfort felt by the community when receiving services. Assurance includes employee competence and a sense of security given to the community (Parasuraman et al., 1988). And finally, the dimension of empathy is measured through the willingness of employees to listen to community complaints, attention to community conditions when providing services, and willingness to provide special assistance to residents in need, such as the elderly and people who are sick. Empathy reflects the employee's attention and concern for the community they serve (Grönroos, 1984). The data collected related to each of the indicators mentioned above, will be analyzed by a quantitative descriptive method where the data obtained will be displayed through a frequency table, then to draw conclusions about each indicator seen through the tendency of respondents' answers.

3.2 | Data Analysis
The data obtained from the results of the research through the questionnaire will be processed and analyzed using the frequency table, which can be seen in the following table:

1.   Tangible (Physical Evidence)

Based on the data above, it can be analyzed that the majority of respondents (60%) stated that employees always have an attractive appearance when providing services to the community. Furthermore, the majority of respondents (60%) stated that there is the availability of computers when employees provide services to the community. And the answers were scattered, with 40% of respondents stating that there was always the availability of chairs and tables, another 40% considered there was a lack of availability, and 20% stated that there was no availability.

Table 1. Employee respondents' responses regarding tangible (physical evidence)

It	Question Description		Choice of Answer	F	%	Ket
1	In your opinion, do employees always look attractive when providing services to the community?	a. b. c.	Always look attractive Less attractive appearance Not attractive	3 2	60 40	
2	In your opinion, is there the availability of facilities such as computers when employees provide services to the community?	a. b. c.	There is availability of facilities There is a lack of availability of facilities No availability of facilities	3 2 -	60 40 -	N=5
3	In your opinion, is there the availability of facilities such	a. b.	There is always availability Lack of availability	2 2	40 40	

		c. No availability	1	20	
	as chairs and tables in the waiting room when employees provide services to the community?				

The data shows that there is a variation in the perception of service quality at the Ahusen's Village Office. In general, there was positive feedback related to employee appearance and computer availability. However, there is a need to pay attention to the availability of facilities such as chairs and tables in the waiting room, where some respondents feel that they are lacking or dissatisfied with their availability. Further evaluation can help to improve the overall quality of service.

Table 2. Community respondents' responses regarding tangible (physical evidence)

No	Question Description	Choice of Answer	F	%	Ket
1	In your opinion, do employees always look attractive when providing services to the community?	a. Always look attractive b. Less attractive appearance c. Not attractive	15 10 -	60 40 -	
2	In your opinion, is there the availability of facilities such as computers when employees provide services to the community?	a. There is availability of facilities b. There is a lack of availability of facilities c. No availability of facilities	10 15 -	40 60 -	N=25
3	In your opinion, is there the availability of facilities such as chairs and tables in the waiting room when employees provide services to the community?	a. There is always availability b. Lack of availability c. No availability	15 10 -	60 40 -	

Based on the data above, it can be analyzed that the majority of respondents (60%) stated that employees always have an attractive appearance when providing services to the community. Only a small percentage (40%) consider the appearance of employees to be less attractive. In addition, the majority of respondents (60%) consider that there is a lack of availability of computers when employees provide services to the community, while 40% stated that there is the availability of facilities. and the majority of respondents (60%) stated that there is always the availability of chairs and tables in the waiting room when employees provide services to the community. However, another 40% of respondents felt that this availability was inadequate.

The data showed variations in the perception of service quality at the Ahusen's Village Office. In general, the performance of the employees received positive reviews, but there were concerns about the availability of facilities such as computers and chairs/tables in the waiting room. Further evaluation can help to improve the quality of service by paying attention to the aspects that are of concern to the respondent (Xiong et al., 2017).

2. Reliability

Based on the data below, it can be analyzed that the majority of respondents (60%) consider that employees are not punctual in providing services to the community, while 40% state that employees are always on time. Only 20% of respondents stated that there is accuracy in the provision of services by employees when the community needs them. Most respondents (40% for each answer) felt that the accuracy of the service was lacking or non-existent. The majority of respondents (60%) feel that the community is always satisfied when employees provide services. However, another 40% of respondents considered that the community was less satisfied with the services provided.

Table 3. Employee Respondents' Responses Regarding Reliability

No	Question Description	Answer Selection	F	%	Ket
1	In your opinion, are employees always on time in providing services to the community?	a. Always on time b. Lack of punctuality c. Not on time	2 3 	40 60 	
2	In your opinion, is there an accuracy in the provision of services by employees when the community needs services?	a. There is accuracy b. Lack of accuracy c. No accuracy	1 2 2	20 40 40	N=5
3	In your opinion, do you always feel satisfied when employees provide services to the community?	a. Always feel satisfied b. Lack of satisfaction c. Not feeling satisfied	3 2 -	60 40 -	

The data shows that there is a variation in the perception of service quality at the Ahusen's Village Office. Although the majority of respondents felt that the public was satisfied with the service, there were concerns related to delays in service and lack of accuracy. Further evaluation needs to be carried out to understand the factors that influence this perception and to improve the overall quality of services.

Table 4. Public Respondents' Response Regarding Reliability

No	Question Description	Choice of Answer	F	%	Ket
1	In your opinion, are employees always on time in providing services to the community?	a. Always on time b. Lack of punctuality c. Not on time	6 10 9	12 46 44	
2	In your opinion, is there an accuracy in the provision of services by employees when the community needs services?	a. There is accuracy b. Lack of accuracy c. No accuracy	5 15 5	20 60 20	N=25
3	In your opinion, do you always feel satisfied when employees provide services to the community?	a. Always feel satisfied b. Lack of satisfaction c. Not feeling satisfied	10 10 5	40 40 20	

Based on the data above, it can be analyzed that the majority of respondents (76%) feel that employees often or sometimes are not on time in providing services to the community. Only 24% of respondents stated that employees are always on time. Most respondents (80%) consider that there is a problem with the accuracy of the services provided by employees. Only 20% of respondents felt that there was accuracy in the provision of services. There was almost an equal distribution between respondents who were satisfied and dissatisfied with the services provided by employees (40% for each category). 20% of respondents are dissatisfied with the services provided.

The data shows that there are concerns about the delay of employees in providing services and significant problems related to service accuracy. Although there are some respondents who are satisfied with the service, there are still a number who feel less or dissatisfied. Further evaluation is needed to understand the causes of these problems and to improve the quality of services and overall community satisfaction.

3. Responsiveness

There is a tendency that employees have varying levels of willingness to provide services to the community. Most of (80%) feel that there is a willingness, but there are still 20% who feel that there is a lack or no willingness. The majority of respondents (60%) feel that employees have the will to help provide services according to the wishes of the community. However, another 40% of respondents felt that this willingness was lacking or non-existent. Most respondents (80%) consider that employees have accuracy in responding to the wishes of the people they serve. However, 20% of respondents felt that there was a discrepancy in responding.

Table 5. Employee Respondents' Response to Responsiviness

No	Question Description	Choice of Answer	F	%	Ket
1	According to you, is there a willingness of employees to provide services to the community?	a. There is a willingness b. Lack of willingness c. No willingness	2 2 1	40 40 20	
2	In your opinion, is there a willingness from employees to help provide services according to the wishes of the community they serve?	a. There is a will b. Lack of willingness c. No will	3 1 1	60 20 20	N=5
3	In your opinion, is there an accuracy of employees in responding to the wishes of the community they serve?	a. There is precision b. Lack of precision c. No precision	4 1 -	80 20 -	

The data shows variability in the perception of the readiness, willingness, and accuracy of employees in providing services to the community. Although there are indications of good willingness, there is still a need to increase consistency in the willingness and accuracy of employees in responding to the needs of the community. Further evaluation and improvement actions can help improve the quality of the services provided and improve public perception of these services.

Table 6. Community Respondents' Responses Regarding Responsiveness

	Question Description	Choice of Answer	F	%	Ket
1	According to you, is there a willingness of employees to provide services to the community?	a. There is a willingness b. Lack of willingness c. No willingness	10 10 5	40 40 20	
2	In your opinion, is there a willingness from employees to help provide services according to the wishes of the community they serve?	a. There is a will b. Lack of willingness c. No will	5 15 5	20 60 20	N=25
3	In your opinion, is there an accuracy of employees in responding to the wishes of the community they serve?	a. There is precision b. Lack of precision c. No precision	5 5 15	20 20 60	

Based on the data above, it can be analyzed that there is a variation in the respondent's perception of the willingness of employees to provide services to the community. As many as 40% of respondents feel that there is enough willingness, but there are also 40% who feel that the willingness is lacking. Meanwhile, another 20% of respondents felt that there was no willingness from employees. The majority of respondents (60%) feel that employees lack the willingness to help provide services according to the wishes of the community. As many as 20% feel that there is no will at all, while only 20% feel that there is enough willpower. The data shows that the respondents' perception of the accuracy of employees in responding to the wishes of the community is quite low. As many as 60% of respondents felt that there was no accuracy in responding, while only 20% felt that there was accuracy and lack of accuracy respectively.

In general, the data shows that there are challenges in terms of the willingness, willingness, and accuracy of employees in providing services to the community. This variability indicates the need for further evaluation and improvement actions to improve the quality of services and improve public perception of the services provided. The provision of training and system improvement can help increase employee readiness and willingness and increase accuracy in responding to community needs.

4. Assurance

Based on the data below, the majority of respondents (60%) feel that employees always have knowledge about the needs of the people they deal with. However, there are also 20% who feel that employee knowledge is inadequate. Most respondents (60%) feel that employees always give trust to people who need services. However, there are 40% who feel that the trust given is still lacking. The majority of respondents (80%) feel that the community always gets safe services from the employees who serve them. However, there are still 20% who feel that the services provided are not safe.

Table 7. Employee Respondents' Responses Regarding Assurance

No	Question Description	Choice of Answer	F	%	Ket
1	In your opinion, do employees always have knowledge about the needs of the people they deal with?	a. Always have knowledge b. Lack of knowledge c. No knowledge	3 1 1	60 20 20	
2	In your opinion, do employees always give trust to people who need services?	a. Always give trust b. Lack of trust c. Not giving trust	3 2 0	60 40 0	N=5
3	In your opinion, does the community always get safe services from the employees who serve them?	a. Always get services b. Lack of access to services c. Not getting services	4 1 0	80 20 0	

In general, the data shows that the majority of respondents feel that employees have knowledge about the needs of the community and give trust to the people who need services. In addition, the majority also feel that the services provided to the community are safe. However, there are several respondents who give the perception that knowledge and trust still need to be improved. Further evaluation and improvement efforts in terms of employee training and competency development can help improve the quality of service and public trust in the local government.

Table 8. Public Respondents' Responses Regarding Assurance

No	Question Description	Choice of Answer	F	%	Ket
1	In your opinion, do employees always have knowledge about the needs of the people they deal with?	a. Always have knowledge b. Lack of knowledge c. No knowledge	7 18 -	28 72 -	
2	In your opinion, do employees always give trust to people who need services?	a. Always give trust b. Lack of trust c. Not giving trust	5 15 5	20 60 20	N=25
3	In your opinion, does the community always get safe services from the employees who serve them?	a. Always get services b. Lack of access to services c. Not getting services	8 12 5	32 48 20	

Based on the data above, it can be analyzed that the majority of respondents (72%) feel that employees lack knowledge about the needs of the people they deal with. Only a small percentage (28%) feel that employees always have adequate knowledge. The majority of respondents (60%) feel that employees lack trust in the community in need of service. Only 20% feel that employees always give trust, and another 20% feel that they do not get trust. The majority of respondents (48%) feel that the community does not get safe services from the employees who serve them. Only 32% feel that they always get safe services, and 20% feel that they do not get safe services.

The data shows that there is a fairly critical perception from respondents of the quality of service from the government employees concerned. The majority of respondents felt that employees lacked knowledge about the needs of the community, did not give trust to the community, and the community also lacked safe services. An in-depth evaluation of training, supervision, and improved communication between employees and the community can help improve the quality of service and public trust in local government agencies.

5. Empathy

In the table below, the majority of respondents (80%) feel that employees have a willingness to hear complaints from the communities they serve. Only 20% feel that employee willingness is lacking. Most respondents (60%) feel that employees have a willingness to pay attention to the condition of the community when providing services. However, 40% feel that employee willingness is lacking in this regard. All respondents (100%) felt that employees had a willingness to provide assistance to community members in the condition of the elderly and those who were sick.

Table 9. Employee Respondents' Response Regarding Emphaty (Empathy)

No	Question Description	Choice of Answer	F	%	Ket
1	In your opinion, is there a willingness of employees when they hear complaints from the community they serve?	a. There is a willingness b. Lack of willingness c. No willingness	4 1 -	80 20 -	
2	In your opinion, is there a willingness of employees to	a. There is a willingness b. Lack of willingness	3 2	20 20	

	pay attention to the condition of the community when providing services?	c. No willingness	0	60
				N=5
3	In your opinion, is there a willingness of employees to provide assistance to community members in the condition of their parents and those who are sick?	a. There is a willingness	5	100
		b. Lack of willingness	0	0
		c. No willingness	0	0

The data shows that the majority of respondents feel that employees have a good willingness to listen to complaints and provide assistance, especially in the condition of residents who need special attention such as the elderly and the sick. However, there is room for improvement in paying attention to the condition of the community when providing services, as felt by 40% of respondents who stated that the willingness of employees is lacking in this regard. Increasing employee willingness in this aspect can increase public satisfaction and trust in the services provided.

Table 10. Community Respondents' Response Regarding Emphaty (Empathy)

No	Question Description	Choice of Answer	F	%	Ket
1	In your opinion, is there a willingness of employees when they hear complaints from the community they serve?	a. There is a willingness	15	32	
		b. Lack of willingness	10	68	
		c. No willingness	-	-	
2	In your opinion, is there a willingness of employees to pay attention to the condition of the community when providing services?	a. There is a willingness	5	20	
		b. Lack of willingness	15	60	
		c. No willingness	5	20	N=25
3	In your opinion, is there a willingness of employees to provide assistance to community members in the condition of their parents and those who are sick?	a. There is a willingness	5	20	
		b. Lack of willingness	10	40	
		c. No willingness	10	40	

Based on the data above, it can be analyzed that most respondents (60%) stated that employees have a willingness to hear complaints from the community they serve, while 40% feel that the willingness of employees is lacking in this regard. None of the respondents felt that employees had no willingness at all. Only 20% of respondents felt that employees had a willingness to pay attention to the condition of the community when providing services. The majority of respondents (60%) felt that employees were less willing in this regard, and 20% felt that there was no willingness at all. Only 20% of respondents felt that employees had a willingness to provide assistance to community members in the condition of the elderly and sick. 40% of respondents felt that employee willingness was lacking, and another 40% felt that there was no willingness at all.

Data shows that although there are some employees who are willing to listen to community complaints (60%), the willingness of employees to pay attention to community conditions and provide special assistance in certain conditions is still lacking. The majority of respondents felt that the willingness of employees to pay attention to the condition of the community when providing services (60%) and providing assistance to residents in the

condition of the elderly and sick (40%) was still lacking or even non-existent. This shows the need to increase the willingness and attention of employees to improve the quality of public services.

4 | CONCLUSION

Based on the respondents' responses, the majority of employees and the public feel that employees always look attractive when providing services to the community. 60% of employees and 60% of the public stated that employees always have an attractive appearance. In addition, the majority of respondents also agreed that there is an availability of computers when employees provide services, with 60% of employees and 40% of the public supporting this statement. However, there are differences of opinion regarding the availability of chair and table facilities in the waiting room. Most employees (40%) stated that there is always availability, while the majority of people (60%) feel that the availability of chairs and tables is always there. This data shows that the perception of the physical quality of services at the Ahusen's Village Office is generally positive, especially related to the appearance of employees and the availability of computers. However, there are concerns regarding the availability of chair and table facilities in the waiting room that need further attention (Fung, 2015; Kaura et al., 2015). Evaluation and improvement of physical facilities in the waiting room can help improve the overall quality of service (Chanut et al., 2015).

The majority of employee and community respondents stated that employees were not on time in providing services to the community. 60% of employees and 76% of the public feel that employees are often or sometimes not on time. In addition, only 20% of employees and the public feel that there is accuracy in the provision of services by employees. The majority of employees (60%) feel that the community is always satisfied with the service, while the community is divided between those who are satisfied (40%) and dissatisfied (40%). This data shows that there are challenges in terms of timeliness and accuracy of services at the Ahusen's Village Office. Although there is a positive perception regarding public satisfaction with services, timeliness and accuracy need to be improved. Further evaluation and improvement actions can help improve the quality of services and overall community satisfaction.

Employee respondents' responses showed that the majority (80%) felt that employees had a willingness to provide services to the community. However, only 40% of the public agreed with this statement, while another 40% felt that the willingness of employees was lacking. In addition, 60% of employees feel that employees have the will to help provide services according to the wishes of the community, while 60% of the public feel that this willingness is lacking. The majority of employees (80%) feel that employees have accuracy in responding to the wishes of the community, while 60% of the public feel that there is no accuracy in responding. This data shows that there is variability in the perception of the readiness, willingness, and accuracy of employees in providing services to the community. Although there are indications of good will from employees, public perception shows the need to increase consistency in the willingness and accuracy of employees in responding to the needs of the community.

The majority of employees (60%) feel that employees always have knowledge about the needs of the people they deal with, but the majority of people (72%) feel that employees lack knowledge. In addition, 60% of employees feel that employees always give trust to people who need services, while 60% of people feel that the trust given is still lacking. The majority of employees (80%) feel that the community always receives safe services, but 48% of the community feels less safe. This data shows that there is a critical perception from the public about the quality of government employee services. The majority of people feel that employees lack knowledge, lack trust, and lack of safe service. In-depth evaluation of training, supervision, and improved communication between employees and the community can help improve the quality of service and public trust.

The majority of employees (80%) and the public (60%) feel that employees have a willingness to hear complaints from the communities they serve. However, only 20% of employees and 20% of the public feel that employees have a willingness to pay attention to the condition of the community when providing services. All employees (100%) feel that employees have a willingness to provide assistance to community members in the condition of the elderly and who are sick, while only 20% of the community feels that way. This data shows that employees have a good willingness to listen to complaints and provide assistance, especially in conditions of residents who need special attention. However, there is room for improvement in paying attention to the condition of the community when providing services. Increasing employee willingness in this aspect can increase public satisfaction and trust in the services provided.

Acknowledgments

Disclosure Statement

The authors state that there is no potential conflict of interest which affects this study or its interpretation. All data collected and analyzed have been conducted independently, without any pressure or influence from third parties that could affect the results of the study.

Data Availability Statement

The data used in this study are available upon request to the authors. The data includes the results of interviews, questionnaires, and related documents that underlie the findings of this study. In order to maintain the privacy and confidentiality of the information, the data will be provided in an anonymized form and will only be available for further research purposes. The authors are committed to ensuring transparency and enabling replication of this research by other researchers in the future.

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