

## **Analysis of Public Service Management of the Youth and Sports Education Service during the Pandemic Period**

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### **ABSTRACT**

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The existence of a pandemic has had an impact on the quality of public services in various institutions, which has caused a decrease in satisfaction due to various changes. The purpose of this study was to analyze management and determine the level of satisfaction with public service management carried out by staff of the institutional and infrastructure division of Early Childhood Education and Non-Formal Education at the Youth and Sports Education Office of Rembang Regency. District during a pandemic. The method used in this study is descriptive, by first analyzing the results of the questionnaire qualitatively, while the results of the interviews are presented descriptively. There are two data collection techniques used, namely by giving questionnaires and by conducting interviews. From this study it was found that indicators of achievement in knowing the level of community satisfaction can use measurements from five dimensions, namely responsiveness, reliability or reliability, assurance or certainty and certainty, empathy, and tangible or physical evidence. The conclusion that can be drawn is that management in public services is very important in the delivery of services, guided by these five dimensions, public service providers are expected to be able to improve services in order to create comfortable conditions for the community as service recipients.

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### **Introduction**

The Office of Education, Youth and Sports is an agency that has an important role in carrying out government affairs in the field of education (Fortunati et al.,

2022; Zheng et al., 2020). The Youth and Sports Education Office is led by a Head of Service who is under and responsible to the Regent through the Regional Secretary. In its function to assist the Regent in carrying out government affairs, the Education, Youth and Sports

Service has duties and authority in the education sector and also covers the youth and sports sectors (FitzGerald et al., 2021; Nastase-Anysz & Baba, 2020). This service oversees various fields, among others; (1) Early Childhood Development and Non-Formal Education Sector, (2) Elementary School Development Sector, (3) Junior High School Development Sector, (4) Manpower Development Sector, (5) Youth and Sports Sector, (6) UPTD, and (7) Functional Positions. It was explained that the Early Childhood Development and Non-Formal Education Division has three divisions, including; (1) Curriculum and Assessment Section, (2) Institutional and Infrastructure Section, and (3) Student and Character Development Section.

The Institutional and Infrastructure Section has the task of preparing materials for the formulation, coordination, implementation, monitoring, evaluation and reporting covering institutions and facilities and infrastructure, institutional development, issuance of establishment permits, arrangement, and closing unit of Early Childhood Education and Non-Formal Education (Calcaterra et al., 2021; Sofianidis et al., 2021). Referring to Law Number 25 of 2009 concerning public services, it is explained that public services are activities or series of activities in the framework of fulfilling service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided. provided by public service providers. It is known that the condition we are facing right now is still during the Covid-19

pandemic (Ilić et al., 2021). Quoted from a fimela.com page with the address that the Head of the Office of Education, Youth and Sports responded to the pandemic situation by issuing a Circular Letter on Education Implementation Services in the Context of Preventing the Transmission and Spread of Corona Virus Disease Infection (Covid-19) in Rembang Regency, in which one of the contents of the circular stated that activities teaching and learning is done online (Basilaia & Kvavadze, 2020; Zenic et al., 2020). These rules also apply to all agencies involved in the administration of public services. Based on the background description, the researcher formulates a research title regarding "Analysis of Management of Public Services at the Education, Youth and Sports Office of Rembang Regency during the Pandemic Period" Based on the formulation of the problem above, the purpose of this study is as follows. To analyze the management of public services at the Education, Youth and Sports Office of Rembang Regency during the pandemic. To find out the level of satisfaction with public service management at the Rembang Regency Education, Youth and Sports Office during the pandemic.

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### Literature review

#### Public service

Service comes from the word service, which means the provision of services from one person to another in need. While the public is the wider community or a number of people who have certain expectations. In the Basic Training Module for Prospective Civil Servants, it is explained that public service is all

forms of public service activities carried out by Government agencies at the central and regional levels, and within the State Owned Enterprises/Regional Owned Enterprises in the form of goods/services, both in fulfilling Community needs. In other words, public service is a process of service activities carried out by service providers or service agencies to service recipients in an effort to fulfill needs in accordance with applicable rules or regulations. Apart from these definitions; 1). According to Law no. 25 of 2009 concerning Public Services, states that public services are all activities or a series of activities in the framework of meeting the needs in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers. 2). Lovelock, Christopher H, 1991: 7, says that "service is a product that is intangible, lasts a moment and is felt or experienced." long, but experienced and can be felt by the recipient of the service. 3). J. S Bowman defines public servants as people's institutions that provide services to citizens, fight for collective interests, and accept responsibility for delivering results.

### **Types of Public Services**

Based on PERMENPAN Decree No. 63/ KEP/ M. PAN/ 7/ 2003, public service providers are officials/employees of government agencies who carry out the duties and functions of public services in accordance with statutory regulations. While service recipients are people, communities, government agencies and legal entities. There are three scopes of public service described

in Law no. 25 of 2009 concerning Public Services, among others; public services, public goods services, and administrative services. Public services in question are services that include; provision of public services by government agencies, provision of services by a business entity, and provision of public services whose financing is not sourced from the state, regional, or business entity revenue and expenditure budget. Public goods services referred to in the Act, among others; procurement and distribution of public goods carried out by government agencies, procurement and distribution of public goods carried out by a business entity, and procurement and distribution of public goods whose financing is not sourced from the state revenue and expenditure budget or regional revenue and expenditure budget or business entities. Administrative services are government administrative actions that are required by the state and are regulated in laws and regulations in order to realize personal, family, honor, dignity and property protection of citizens.

### **Principles, Principles, and Public Service Standards**

Principles of Public Service, there are six principles of public service regulated in PERMENPAN Decree No. 63/ KEP/ M. PAN/ 7/ 2003, among others; a) transparency, b) accountability, c) conditional, d) participatory, e) equal rights, f) balance between rights and obligations. In PERMENPAN Decree No. 63/ KEP/ M. PAN/ 7/ 2003 concerning, explained that the principles in public service include; a) simplicity, b) clarity, c) certainty of time, d) accuracy, e) security, f) responsibility, g) completeness of facilities and

infrastructure, h) ease of access, i) discipline, politeness and friendliness, and j) convenience service environment.

Public Service Standards based on PERMENPAN Decree No. 63/ KEP/ M. PAN/ 7/ 2003 explained, that at least public service providers must have the following standards; 1). Standardized service procedures for service providers and recipients including complaints. 2). The completion time is determined from the time of submission of the application until the completion of services including complaints. 3). The service fee includes the details determined in the service delivery process. 4) Service products that will be received in accordance with the conditions that have been set. 5). Adequate service facilities and infrastructure by public service providers. 6) The competence of service delivery officers must be determined precisely based on the knowledge, expertise, skills, attitudes, and behavior required.

### **Management in Public Service**

According to the Big Indonesian Dictionary (KBBI), management is defined as the effective use of resources to achieve goals. Management according to Dr. Candra Wijaya, M.Pd. and Muhammad Rifai, M.Pd. in his book "Basics of Management" comes from the word manage which means to regulate, which in general in an organization is the process of directing and mobilizing human resources which includes planning, organizing, and controlling actions from other people to achieve the desired goals. Ghofur (2004) in Alfin Firmansyah (2020) in a study entitled "The Influence of Public Service

Management on Employee Performance at the Secretariat Office of the Enrekang Regency Council" states that public management is government management, this means that public management has scope in planning, organizing, as well as controlling the service to the community as the recipient of the service. Thus public service management can be interpreted as a process or overall activity by applying knowledge in planning, organizing, compiling, directing, and supervising human resources in completing service activities to achieve public service goals that have been set beforehand.

### **Public Service Quality**

Quality is a value that can be given by someone to determine good or bad, less or more, and appropriate or inappropriate. In terms of public services, service quality can be interpreted as an assessment given by service recipients to parties providing services related to all processes or activities in the service. The quality referred to in this public service is not only limited to the quality of human resources as the main key in public service activities, but is more centered on how the service process or activity can run without having to harm or benefit one party, because basically an assessment of public service is comprehensive. Zeithaml et al 1990 in Siti Anisa in research entitled "The Influence of Public Services on Community Satisfaction in the Helvetia Village Office, North Sumatra". Service quality can be measured from 5 dimensions, namely: 1). Responsiveness or responsiveness is a willingness to help and provide fast (responsive) and

precise service to customers, by conveying clear information. 2). Reliability or reliability, namely the company's ability to provide services as promised accurately and reliably. 3). Empathy, namely giving genuine and individual attention or personal services provided to customers by trying to understand consumer desires. 4). Assurance or assurance and certainty, namely knowledge, courtesy, and the ability of company employees to foster customer trust in the company. 5). Tangibles or physical evidence, namely the ability of a company to show its existence to external parties. The appearance and capabilities of the company's physical facilities and infrastructure and the condition of the surrounding environment are clear evidence of the services provided by service providers.

## Research methods

The type of research conducted by researchers is descriptive research using a qualitative approach. Researchers utilize qualitative data which is described descriptively. The scope of this research includes Study Group agencies that receive Operational Operational Assistance under the auspices of the Education, Youth and Sports Office of Rembang Regency. With a place in the

Early Childhood Education and Non-Formal Education agency at the Rembang Regency Education, Youth and Sports Office and the research time is scheduled for three weeks, from November 2 to December 3 2021. In this study, researchers took the population according to his field of work is as staff of the institutional section and infrastructure for Early Childhood Education and Non-Formal Education at the Office of Education, Youth, and in accordance with what is expected by researchers. The type of data used by researchers in this study is primary data, namely data obtained directly from the data source. In other words, researchers get data directly.

There are two data collection techniques carried out by researchers, namely by using questionnaires and interviews (interviews). Questionnaires or questionnaires are a method used by researchers to obtain data by giving written entries to respondents to answer according to the data desired by the researcher. The questionnaire used in this study used a google form type questionnaire via a link on the Google page. By making assessment indicators first, which is then determined by the weight of the scoring to facilitate data processing, the table is as follows;

**Table 1**

*Research Questionnaire Instrument Grid*

Component	Service Dimension	Rating Indicator	Question Item Number	Number of Questions
Service satisfaction index	Responsiveness or responsiveness	Service procedures	1, 2	2
		Clarity of service personnel	3	1
		Discipline of service personnel	4	1

Reliability or reliability	Responsibilities of service personnel	5	1
	The ability of service personnel	6, 7, 8	3
	Justice in service	9	1
Empathy	Politeness and friendliness of the staff	10	1
Assurance or assurance and certainty	Fixed service schedule	11, 12	2
Tangible or physical evidence	Comfortable service environment	13, 14	3

Meanwhile, the weighting of scores for each question is detailed in the following table;

Table 2.  
*Rating Weight Scale Table*

No	Assessment criteria	Score
1	Strongly agree	4
2	Agree	3
3	Disagree	2
4	Don't agree	1

An interview is a conversation between two or more people and takes place between the resource person and the interviewer (Sugiyono, 2015). Interviews are used by researchers to find problems that must be studied. In collecting interview data, the researcher created an instrument to facilitate data processing, the table is as follows;

Table 3.  
*Interview Instrument Table*

Aspect	Instrument
Responsiveness or responsiveness	Officers provide services carefully and on target

Reliability or reliability	Officers provide services effectively and efficiently
Empathy	The officers provide friendly and courteous service Officers provide services with a fair attitude
Assurance or assurance and certainty	Officers provide services with a target time according to the schedule
Tangible or physical evidence	Ease of service Convenience in service

Data obtained by researchers from both interviews and questionnaires will be analyzed descriptively, and the presentation of data from the results of the questionnaire analysis will be presented in tabular form. Meanwhile, to determine the level of satisfaction with the public services performed, researchers analyzed using descriptive qualitative techniques, namely the average percentage (Arikunto: 2006) using the formula;

$$P = x 100\% \frac{F}{N}$$

P = Percentage

F = Frequency

N = Total Amount

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## Results and Discussion

The Office of Education, Youth and Sports is located at Jalan Pemuda Km. 2 Rembang Central Java Province. This service has the task of assisting the Regent (Rembang Regency Government) in carrying out government affairs in the fields of Education, Youth, and Sports which are the authority assigned to the regional government. In accordance with what is stated in Perbup Number 49 of 2016 regarding the position, organizational structure, duties, and functions and work procedures of the Rembang Regency Education, Youth and Sports Office, in article two it states that The Office of Education, Youth and Sports is the executor of government affairs in the field of Education and the field of Youth and Sports. While his duties include; formulating concepts and implementing policies, coordinating, monitoring, evaluating and reporting in the areas of Early Childhood Development and Non-Formal Education which consist of Curriculum and Assessment, Institutions and Facilities and Infrastructure as well as Learners and Character Building. In this study, researchers focused on the management of public services carried out by staff the institutional section and infrastructure for Early Childhood Education and Non-Formal Education at the Rembang Regency Education, Youth and Sports Service, especially

during the Covid-19 pandemic. Measurement of service quality is carried out using five dimensions.

### Responsiveness

In this aspect, what is measured includes; how quickly the staff responds to any problems that exist in the public, how carefully the staff responds to complaints and provides appropriate solutions in resolving problems experienced by the public.

### Reliability

The dimension of reliability or reliability is the ability of staff as public servants to carry out services to the public effectively and efficiently responding to problems, accurate in providing solutions, and consistent in assuming service responsibility.

### Empathy

Empathy in public service is an attitude possessed by public service implementers where they are able to understand what is needed by the community or the public as service users. To measure the empathy dimension, researchers used indicators of friendliness and politeness of officers in carrying out public services, and the fair attitude given by officers in carrying out services without having to be influenced by subjective things.

### Assurance

This dimension relates to how public service staff or administrators have the ability to manage the service system. To measure aspects of assurance or guarantees and certainty, public service staff can use indicators of timeliness and

target achievement carried out by officers in the service.

### **Tangibles**

The tangible dimension is a dimension related to physical evidence in service. This dimension is used to measure the ease of service provided by officers, and the comfort in implementing services, both the convenience of service places and the convenience of staff in providing answers or solutions to problems from users of public services.

### **Discussion**

#### **Public Service Quality**

After the data has been collected, the next step for researchers is to analyze the data can show the quality of public service management. The quality of public services obtained from this research is measured using 5 dimensions namely responsiveness or responsiveness, reliability or reliability, assurance or assurance and certainty, empathy, tangible or physical evidence.

#### **Responsiveness**

The results of questionnaires and interviews obtained data that staff as public servants have good responsiveness in providing services, although they still have some deficiencies. From the analysis of the results of the questionnaire, it was found that 60% stated that they were satisfied with the service related to the ease of information provided by staff to the public, 69% stated that they were satisfied with the service procedures provided by the staff, and only 64% stated that they were satisfied with the ease of coordinating with staff regarding service activities when making report or

NPHD (Regional Grant Agreement Manuscript) from Implementation Operational Assistance.

#### **Reliability**

In the reliability dimension, the results show that the staff already has satisfactory reliability in performing services. The reliability indicator referred to in this study is how staff can address any problems that exist in the public, how staff provide solutions to solving problems faced by the public and how effective and efficient the solutions provided by staff are to solve public problems. From the analysis of the results of the questionnaire, it was found that 74% stated that they were satisfied with the service discipline, 77% stated that they were satisfied with the responsibilities of the staff, 79% stated that they were satisfied with the staff's skills in communicating with the public, and 54% stated that they were satisfied with the staff's ability to provide effective solutions and efficiently of any problem facing the public.

#### **Empathy**

Empathy is needed in the implementation of public services. In this study, the dimension of empathy which is an indicator of the success of public services is how fair the handling of staff to the public is without being influenced by subjective matters, and the friendliness and courtesy of staff when performing services. From the analysis of the results of the questionnaire, it was found that 77% stated that they were satisfied with a fair attitude, that is, they were not affected by things that were subjective in providing services, and 90% stated that they were satisfied with the



hospitality and courtesy of staff when providing services.

### **Assurance**

The assurance dimension referred to in this study is the accuracy of the services provided by staff to the public, and in accordance with the scheduled target time. From the analysis of the results of the questionnaire, it was found that 49% stated that they were satisfied with the accuracy of the service with the scheduled target time, and 71% stated that they were satisfied with providing answers to questions given by the public related to the procedures for implementing services.

### **Tangibles**

The last dimension in this study is the tangible dimension, which is related to the physical conditions that occur during service delivery. In this dimension, the researcher took two indicators, namely the level of public comfort when receiving services and the condition of infrastructure at service points. From the analysis of the results of the questionnaire, it was found that 47% stated that they were satisfied with the convenience of the location when receiving services, and 63% stated that they were satisfied with the condition of the infrastructure at the service location.

### **Causes of the Minimum Public Services During the Covid-19 Pandemic**

From the data analysis both from questionnaires and interviews there are several things that need to be noted to improve service quality, among others;

### **Human Resources**

Human resources (HR) is the main factor in the implementation of services to the maximum. It is known that the number of staff in the institutional section and infrastructure for Early Childhood Education and Non-Formal Education at the Education, Youth and Sports Office of Rembang Regency only have 4 people. Meanwhile, the number of institutions, both Early Childhood Education and Non-Formal Education in Rembang district, is 821. It can be said that the limited staff condition is the main factor causing the lack of maximum service.

### **Coordination with Institutions**

Another factor that causes the lack of maximum public services is a coordination system. Coordination referred to here is coordination between agencies and staff performing public services. Given the limited number of human resources in the institutional and infrastructure section staff, this does not rule out the possibility of hampered coordination, especially during the Covid-19 pandemic, which made it impossible to coordinate face-to-face.

### **Facilities and infrastructure**

Facilities and infrastructure, although not the main factor, can also affect the success of a service. Especially in light of the Covid-19 pandemic. Adequate service conditions can create a comfortable atmosphere for the public, who in this study are managers and heads of institutions receiving Operational Assistance.

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**Conclusion**

Based on the results of the research and discussion that the researchers have done, the following conclusions can be drawn; The quality of public services in the institutional and infrastructure sections of Early Childhood Education and Non-Formal Education in the Education, Youth and Sports Office of Rembang Regency is satisfactory using 5 dimensions, namely *responsiveness or responsiveness, reliability or reliability, assurance or assurance and certainty, empathy, tangible or physical evidence*. Of the five dimensions that need to be improved, among others; ease of coordinating with staff, the ability of staff to provide effective and efficient solutions to any problems faced by the public, accuracy of service with the target time that has been scheduled, and convenience of location when getting service. There are several reasons for the lack of optimal levels of public services that researchers found, including the lack of human resources that were out of sync with the number of institutions that needed services, the lack of coordination between institutions and staff as public servants during the 19-pandemic, and the condition of service infrastructure that less supportive, especially in service during the covid-19 pandemic.

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**Recommendation**

From the conclusions above, suggestions that researchers can give include; Management of public services in the institutional and infrastructure sections of Early Childhood Education and Non-Formal Education in the Education, Youth and Sports Office of Rembang

Regency should always be maintained by referring to 5 service dimensions, namely responsiveness or responsiveness, reliability or reliability, assurance or assurance and certainty, empathy, tangible or physical evidence. From several dimensions, there are records that are less than optimal in service, it should be further improved, so that good relations are established between service users and staff as executors of public services. Responding to several factors that have caused the level of public services to be less than optimal during the pandemic in the institutional section and infrastructure for Early Childhood Education and Non-Formal Education at the Rembang Regency Education, Youth and Sports Office should immediately communicate with the section head for institutions and infrastructure, so that solutions can be found to improve public service management.

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