



**ANALYSIS OF ADMINISTRATIVE PERSONNEL IN IMPROVING
PUBLIC SERVICES AT THE BARU TANCUNG VILLAGE OFFICE,
TANASITOLO DISTRICT, WAJO REGENCY**

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Abstract

The purpose of this study was to analyze administrative staff in improving public services in the Baru Tancung Village Office, Tanasitolo District, Wajo Regency and to analyze the factors that influence administrative staff in improving public services in the Baru Tancung Village Office, Tanasitolo District, Wajo Regency. The research method used is qualitative research with primary data sources totaling 5 people, namely 1 head of government section, 1 population administration staff, and 3 communities. Data collection techniques in the form of observation, interviews, and documentation. Data analysis techniques in the form of data reduction, data presentation, and drawing conclusions. The results of the Administrative Worker's research in improving public services in the Baru Tancung Village Office, Tanasitolo District, Wajo Regency, from the five public services are good, so that services can run effectively and efficiently. Factors that influence administrative staff in improving public services at the Baru Tancung Village Office, Tanasitolo District, Wajo Regency are divided into 2, namely supporting and inhibiting factors. Supporting factors for administrative personnel in public services are physical evidence such as infrastructure, equipment, chairs, tables, cabinets, benches, computers, printers, etc, reliability, responsiveness and good response, and empathy such as attention and courtesy. While the factors that hinder administrative staff in public services are work discipline that still needs to be improved.

Keywords: Administrative Personnel, Public Service, Community, Village.

Abstrak

Tujuan penelitian ini untuk menganalisis tenaga administrasi dalam meningkatkan pelayanan publik di Kantor Kelurahan Baru Tancung Kecamatan Tanasitolo Kabupaten Wajo dan menganalisis faktor yang memengaruhi tenaga administrasi dalam meningkatkan pelayanan publik di Kantor Kelurahan Baru Tancung Kecamatan Tanasitolo Kabupaten Wajo. Metode penelitian yang digunakan adalah penelitian kualitatif dengan sumber data primer berjumlah 5 orang yaitu 1 kepala seksi pemerintahan, 1 staf pengadministrasi kependudukan, dan 3 masyarakat. Teknik pengumpulan data berupa observasi, wawancara, dan dokumentasi. Teknik analisis data berupa reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian Tenaga Administrasi dalam meningkatkan pelayanan publik di Kantor Kelurahan Baru Tancung Kecamatan Tanasitolo Kabupaten Wajo dari kelima pelayanan publik sudah baik, sehingga pelayanan dapat berjalan secara efektif dan efisien. Faktor yang memengaruhi tenaga administrasi dalam meningkatkan pelayanan publik di Kantor Kelurahan Baru Tancung Kecamatan Tanasitolo Kabupaten Wajo terbagi atas 2 yaitu faktor yang pendukung dan penghambat. Faktor pendukung tenaga administrasi dalam pelayanan publik adalah bukti fisik seperti sarana prasarana, peralatan, kursi, meja, lemari, bangku, komputer, printer, dll, kehandalan, daya tanggap dan respon yang baik, serta empati seperti rasa perhatian dan kesopanan. Sedangkan faktor yang menghambat tenaga administrasi dalam pelayanan publik adalah disiplin kerja yang masih perlu ditingkatkan.

Kata Kunci: Tenaga Administrasi, Pelayanan Publik.

I. INTRODUCTION

Human beings in essence are not only referred to as individual beings, but also referred to as social beings in their lives always need help from others to meet their life needs.



This is the basis for the service process as an effort to meet human needs. Fulfilling the expectations of the community is the main goal of the public service function which must always be improved, both in terms of quality and in terms of quantity. Law Number 25 of 2009 concerning Public Services mandates that every citizen has the right and obligation to obtain fair services. All citizens who act as service recipients can easily access information about services. Public service is the main and essential task of the public figure, as a servant of the state and a servant of the community. This task has been clearly outlined in the preamble to the 1945 Constitution paragraph 4 (four) of the main aspects of the apparatus service to the community.

Service is an activity or sequence of activities that occurs in direct interaction between a person and another person or a machine physically, and provides customer satisfaction (Lukman, 1999: 26). Based on this opinion, direct interaction between a person and another person is an activity that allows the occurrence of a service process that provides customer satisfaction. Service comes from the word service which means activities that provide benefits to others. Quality public services or commonly referred to as excellent service are the best services that meet service quality standards. Service standards are benchmarks that are used as guidelines for the implementation of services and a reference for assessing service quality as an obligation and promise of service providers to the community in the context of quality, fast, easy, affordable, and measurable services.

II. THEORETICAL STUDIES

Public services are not spared by the existence of administrative personnel who assist in managing and being responsible for administrative activities within a government institution. Administrative personnel is a job that controls information by recording everything that happens in the organization as information material for leaders. In this case, administrative personnel are needed, known as administrative staff (TU). They serve as supporters of the process of activities related to administration in government institutions. Administrative personnel are also inseparable from administration which has a series of activities consisting of receiving, recording, classifying, processing, storing, typing, duplicating, and sending information and data in writing as required by the organization. According to Asmendri (2012: 2) the place where administrative activities are carried out. The essence of government agencies is service to the community, which is not held to serve themselves, but to serve the people, so in other words the government is a servant of the community.

Public service by the bureaucracy is one of the manifestations of the function of state apparatus as public servants in addition to being state servants (Bungin, 2007: 4). Baru Tancung Village is a government agency overseen by a Village Head. Lurah is a government apparatus of the village area that carries out general duties in the village area. The implementation of public services by administrative personnel often experiences obstacles in serving the community. The provision of services at the Baru Tancung sub-district office, administrative staff are still often late to the office, thus reducing the comfort of the community because they have to wait. Often people who want to take care of correspondence such as Identity Card (KTP) Introduction Letter, Heir's Certificate etc., administrative personnel who are at the village office are not there (standby), thus hindering the smooth flow of public services provided to the community and also the power.

III. RESEARCH METHODS

This research uses qualitative research. Qualitative research is a research method used to research objects naturally, using interview data related to administrative efficiency in improving public services at the Tancung New Village Office, Tanasitolo District, Wajo Regency. This research intends to understand the phenomenon of what the research subject experiences, such as behavior, perception, motivation, and action holistically by means of descriptions in the form of words and language in a special natural context by utilizing natural methods (Moleang, 2011: 6). The informants of this research consist of 5 people, namely 1 head of the government section, 1 population administration staff and 3 people. The data collection techniques used in this study have three ways, namely observation, interviews and documentation. Data analysis techniques are: Data Reduction, Data Display

IV. RESEARCH RESULTS

Tancung Baru Village is one of the Villages in the Tanasitolo District and is the Capital of Tanasitolo District, Located at Jalan Andi Pawellangi Baru Loppo Neighborhood or better known as Jalan Poros Sengkang-Anabanua. The efforts made by administrative staff in improving public services at the Tancung Baru Village Office, Tanasitolo District, Wajo Regency can be obtained from the results of in-depth interviews with informants consisting of 5 public services, namely:

a. Physical Evidence (*Tangibles*)

Physical Evidence is the ability of a government agency to show its existence to external parties, including physical facilities, equipment, personnel, and means of communication as well as the willingness to perform duties (Hardiansyah, 2011: 46).

Meanwhile, according to Tjiptono, (2012: 175) regarding the physical appearance of service facilities, equipment/equipment, human resources, and communication materials. The results of an in-depth interview about the physical evidence of administrative personnel at the village office in providing services to the community by Informant I as the head of the government section. (Hasni) on March 7, 2023 at the Tancung Baru Village Office stated that the condition of the existing infrastructure at the Tancung New Village Office is good, as can be seen from various equipment such as the availability of fans as air conditioning, the existence of computers to support the smooth typing of files, there is a printer to print files, the availability of chairs, tables, cabinets, and others for smooth service to the community. The same thing was also expressed by informant II (Asriana) of the population administration on March 9, 2023 at the Tancung Baru Village office stating that the facilities and infrastructure at the Tancung Baru Village office are quite adequate, as can be seen from the availability of computers, printers, tables, chairs, cabinets, and other supporting equipment.

The results of an in-depth interview about the physical evidence of administrative personnel at the village office in providing services to the community by Informant I as the head of the government section. (Hasni) on March 7, 2023 at the Tancung Baru Village Office stated that the condition of the existing infrastructure at the Tancung New Village Office is good, as can be seen from various equipment such as the availability of fans as air conditioning, the existence of computers to support the smooth typing of files, there is a printer to print files, the availability of chairs, tables, cabinets, and others for smooth service to the community. The same thing was also expressed by informant II (Asriana) of the population administration on March 9, 2023 at the Tancung Baru Village office stating that the facilities and infrastructure at the Tancung Baru Village office are quite adequate, as can be seen from the availability of computers, printers, tables, chairs, cabinets, and other supporting equipment.

Similarly, the results of an interview conducted with informant III (Mulyati) of one of the people of Baru Tancung Village on March 15, 2023 stated that it was quite good because there were benches and chairs for us people to sit on while waiting for the files to be worked on by administrative staff and provided with a place for drinking water and glass water if we felt thirsty and there were other supports such as computers, fans, printers and more. The same thing was also expressed by informant IV (Ismail) of one of the people of Baru Tancung village on March 13, 2023 stating that the conditions are good and good, such as

the availability of drinking water for the community, the existence of benches, chairs as a place to sit, there is a fan as a place to air conditioner so that we do not feel overheated, there are also cabinets, computers, printers, TVs, and more. Based on the results of the interview, it can be seen that the condition of the infrastructure and equipment at the Tancung Baru Village Office is adequate and supports the smooth delivery of public services and can be categorized well so that it can facilitate the work of administrative personnel to the community.

b. Reliability (*Reliability*)

Reliability is the ability to provide promised services immediately, accurately, quickly, and reliably in order to complete tasks well with maximum results and not too long in providing public services to the community. The results of an interview with informant II (Asriana) as a population administration staff in providing services to the community on March 9, 2023 at the Tancung New Village Office stated that often 20 minutes have been completed, and if the village head is on the spot, and try to finish it quickly so as not to make the community wait too long. We always try to provide fast and accurate service and immediately complete the work and if the Village Head is in place to be able to sign the files that are taken care of by the community. In line with this, Informant I (Hasni), head of the government section on March 7, 2023 at the Tancung New Village Office, stated that the time used is sometimes long and usually fast, depending on the data provided by the community. We are trying our best to solve it as soon as possible so that the public does not wait too long. We do our best to. Similarly, the results of an interview conducted with Informant V (Lindh) of one of the people of Baru Tancung village on March 17, 2023 stated that the time used by administrative staff/administrative staff varies sometimes quickly when they are on the spot, in my opinion administrative staff respond with responsiveness to what the community needs so that their work can run smoothly. In line with Informant IV (Ismail) of the people of Baru Tancung Village on March 13, 2023 at the residents' homes stated that about 20 minutes had been completed with good and maximum service from administrative staff to us community. In my opinion, it is good in providing services to the community if the employees.

From the results of the interview, it is known that the reliability of administrative personnel in public services to the community is good in terms of accuracy, speed in serving and completing work can be completed easily, carefully without any obstacles and the time

used is not too long and can be categorized well so that the community can immediately be given the files that they have taken care of at the Tancung New Village Office.

c. Responsiveness (*Responsiviness*)

Responsiveness is related to the willingness and ability of administrative personnel to help and respond to community requests, as well as the willingness/availability of staff to help and provide appropriate services with clear information delivery (Tjiptono, 2012: 198). Meanwhile, Hasibuan (2011: 15) explained that a good response or statement is pleasant in doing work or sacrificing services, physically, and mentally.

The results of an interview with Informant I (Hasni) as the head of the government section in providing services to the community on March 7, 2023 at the Tancung New Village Office stated that I must be responsible and make changes as soon as possible so that services can run effectively and efficiently. In writing problems, there are often technical errors, and before submitting them to the public, we check them first and also archive them in the file archiving folder. In line with this, the results of an interview with Informant II (Asriana) population administration staff on March 9, 2023 at the Tancung Baru Village Office stated that we are trying to maximize our work in providing services to the community as a form of assigned responsibility, In the problem of leaving work usually occurs but is abandoned when there is a sudden call from the leadership, or suddenly there is an urgent call from family. We responded well and responsively served the community who wanted to collect files at the Tancung New Village Office.

Furthermore, the results of the interview with Informant IV (Ismail) of the Tancung Baru Village Community on March 13, 2023, explained that it is quite responsible because when a mistake occurs, the responsiveness or response given by the administrative staff is fast. In my opinion, it is good in providing services to the community if the administrative staff is in place. In line with the results of an interview with Informant III (Mulyati) of the Tancung Baru Village Community on March 15, 2023, he explained that he was responsible for completing his work and responding with a good response. Correcting typing errors or responding to changing data in accordance with the files provided and delivering information to the public if necessary completeness of supporting data made by administrative personnel. Based on the results of the interviews that have been conducted, it can be said that the responsiveness of the administrative staff at the Tancung New Village Office is good and responsive and responsible for completing the work effectively, full of dedication in providing public services to the community.

d. Guarantee (Assurance)

Guarantee is the ability of government agency employees to foster customer trust in government agencies, including work discipline, knowledge, competence and anticipating mistakes. The guarantee has a trustworthy nature, free from danger and doubt. Meanwhile, an expert is defined according to Murtanto (2009), as someone who has a certain level of expertise or high knowledge in a certain subject obtained from training and experience. Based on the results of an interview with Informant IV (Ismail) with the initials, one of the residents of Baru Tancung Village on March 13, 2023 said that in my opinion regarding the discipline of administrative employees, they still lack discipline because they usually come to the office on time. But not all employees are late, some are on time, only a small number often come to the office late. village office. So discipline still needs to be improved and I have never found fault when managing it. The same thing was also conveyed by Informant V (Lindah) of the people of Baru Tancung Village who stated that discipline still needs to be improved because they are often late and do not arrive on time at the Baru Tancung Village Office. Migration of citizens and other files to be carried out and typos are rarely found in the mail.

In line with the results of the interview delivered by Informant I (Hasni), the head of the government section at the Tancung New Village Office stated that discipline still needs to be improved because they are still often late to the office because sometimes there are urgent things but still ask for permission, either by direct phone, or in a group so that there is still information given to the village officials. If you have typed a typing error, but rarely if there is a typing error it is immediately corrected. Furthermore, the results of an interview with Informant II (Asriana) of the Tancung Baru Village Community on March 9, 2023 explained that: I think it still needs to be improved because sometimes I still come to the office late. This often happens, but we as staff try to minimize all forms of errors in writing or typing files and immediately replace them with new ones. The results of the interview submitted by Informant III (Mulyati) of the people of Baru Tancung Village stated that in my opinion it still needs to be improved because sometimes they are still often late to the office. I rarely get identity errors. As a community that always comes to make cover letters and other file management. From the results of the interview mentioned above, it was said that the efforts made in improving public service assurance were quite good but, hopefully in the future it will be even better and the discipline will continue to be improved. So that the services provided to the community can run effectively and efficiently.

e. Empathy (*Empathy*)

Empathy is a person's ability or tendency to understand what others are thinking and feeling in a given situation. (Hidayat, 2012). Meanwhile, according to Solekhah (2018:88), empathy refers to the ability to feel and imagine what others are going through that will affect our attitude. Public services are very important for the community. The ministry put forward by Kotler (Laksana, 2018: 85), is any action or activity that can be offered by one party to another, which is essentially intangible and given to the public and the general public. Based on the results of an interview with Informant III (Mulyati), the people of Baru Tancung Village on March 15, 2023, said that I think the attitude of the administrative staff to the community is good, polite, and joking. But remain professional in carrying out their work in providing services. The same thing was conveyed by Informant V (Lindah) of the community of Baru Tancung Village on March 17, 2023 saying that the attitude of the administrative staff is good, polite and serves wholeheartedly in providing the services that the community needs.

The results of the interview with Informant II in providing public services to the community on March 9, 2023 said that: we as staff at the Tancung Baru Village Office always try to be polite, both in providing public services in the hope that services can run effectively and efficiently and provide satisfaction to the community. The same thing was also conveyed by Informant I (Hasni) of the government stating that we try to serve well and be friendly because as administrative personnel we must serve well so that services can run smoothly, effectively, and efficiently. The results of the interview submitted by Informant IV (Ismail) of the people of Baru Tancung Village stated that all village officials were grateful, friendly, polite, and joking and provided good service. From the results of the interview above, it can be interpreted that empathy from public services shows a good, polite, friendly and obedient attitude to laws and regulations. Thus, the community will feel satisfied with the services provided. And the service can run effectively and efficiently.

V. CONCLUSION

Based on the results of the research that has been carried out, it can be concluded that:

1. The analysis of administrative personnel in improving public services at the Tancung New Village Office, Tanasitolo District, Wajo Regency from the five public services is good, so that services can run effectively and efficiently.
2. The factors that affect administrative personnel in improving public services at the Tancung Baru Village Office, Tanasitolo District, Wajo Regency are divided into 2,

namely supporting and inhibiting factors. Supporting factors for administrative personnel in public services are physical evidence such as infrastructure, equipment, chairs, tables, cabinets, benches, computers, printers, etc., reliability, responsiveness and good responses, as well as empathy such as attention and politeness. Meanwhile, the factor that hinders administrative personnel in public service is work discipline which still needs to be improved.

The suggestions that can be put forward in this study include:

1. As public servants, administrative staff at the Tancung New Village Office should come on time so that public services can be completed quickly and the community does not have to wait too long.
2. Administrative staff are always motivated to provide good service so that in the future it can run smoothly, effectively and efficiently.
3. The Tancung Baru Village Office, Tanasitolo District, Wajo Regency is used as a place for the community to receive good service.
4. For the next researcher, it can be used as reference material for the development of research with different objects.

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