



# Community Perceptions About The Quality Of Public Services (Study On The Making Of Vehicle Number Letter At The Joint Office Of Samsat UPT. Trade Bandar District Simalungun Regency)

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ARTICLE INFO	ABSTRACT
<p><b>Article history:</b> Received Nov 04, 2019 Revised Des 05, 2019 Accepted Jan 30, 2020</p> <hr/> <p><b>Keywords:</b> Quality Of Service Community</p>	<p>This study aims to describe the public's perception of the quality of public services in the manufacture of Vehicle Registration Certificates at the UPT Samsat Joint Office. Trade in Bandar District, Simalungun Regency. Seeing public perceptions of the quality of public services is very important, because from public perceptions it can be seen how public services are provided by Samsat office employees at this time. The research method used in this study is a descriptive method that seeks to describe the phenomenon as a whole. The data were obtained by distributing questionnaires to the respondents, totaling 50 people from the City of Trade. Furthermore, the data obtained were poured into a frequency distribution table and then analyzed. Based on the results of the study the majority of respondents in the UPT Samsat Joint Office. Trafficking is male with the age of 30-39 years. The most dominant occupations of respondents are Employees and Entrepreneurs. Most of the respondents are Batakese. From the research results obtained, the applicable requirements are in accordance with the type of service, the procedures provided are not complicated but the Samsat employees are not polite and friendly to the community and act unfairly. So it is necessary to do further research to find out what affects public services at the UPT. Trade Samsat Joint Office.</p> <p><i>This is an open access article under the <a href="https://creativecommons.org/licenses/by-nc/4.0/">CC BY-NC</a> license.</i></p>



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## 1. INTRODUCTION

There are many explanations that can be used to understand why the government and its bureaucracy fail to develop good service performance. Using biological metaphors, Osborn and Plastics (1998) describe five DNAs, the genetic code, in the bureaucracy and government that affect their capacity and behavior. The attitude and behavior of a bureaucracy and government in providing public services will be largely determined by how the five DNAs of the bureaucracy are managed, namely mission (purpose), accountability, consequences, power and culture. These five DNA systems will influence each other in shaping the behavior of the public bureaucracy. The

management of these five bureaucratic life systems will determine the quality of the public service system.

Public services are developed based on the client, namely the position that it is citizens who need services, requiring bureaucratic assistance. So that the services developed are independent services and create dependencies for citizens in their affairs as citizens. Citizens or communities are considered as followers in every policy, program or public service. People are considered as "obedient" creatures, always accepting every bureaucratic activity, even though sometimes the government carries out activities that are "not always profitable for the community" (Agus Dwiyanto, 2006:59).

One thing that until now is often still a problem in relation to the relationship between the people and the government in the region is in the field of public service (public services), especially in terms of the quality or service quality of government officials to the community. The government as a service provider (service provider) the community is required to provide increasingly quality services. Moreover, in the face of competition in the era of globalization, the quality and service of government apparatus will be increasingly challenged to be more optimal and able to answer the increasingly high demands of the community, both in terms of quality and in terms of service quantity.

The main task of the Government is essentially to provide services to the community in order to improve the welfare of the community. Likewise, the government is the first spearhead in providing services to the community. In serving the community, the Government is also inseparable from problems related to the relatively unsatisfactory service conditions. This is mainly related to the pros and cons of professional government apparatus resources.

For a long time, there have been many bad impressions that government officials (public sector) have had in their service. This can be indicated, among other things, from the amount of funds used to finance government officials, but in fact this is not balanced with the maximum quality of service. This shows that services at government agencies are still not oriented to community satisfaction. Even though the community has been willing to sacrifice some of their resources for the State by paying various kinds of levies (taxes, user fees and so on).

It is only natural that people expect maximum satisfaction for the services provided by the State. The Samsat Office is one of the public service institutions established by the government in the field of motor vehicle registration based on the Joint Instruction of the Minister of Defense and Security, the Minister of Home Affairs and the Minister of Finance, where the implementation of services with an administrative system is carried out singly under one roof. One of them is the issuance of a Motorized Vehicle Number Certificate (STNK). STNK functions as registration and identification of motorized vehicles with the right to use a motorized vehicle number. In addition, regarding the management of Samsat services, it is regulated based on a Joint Decree of the Chief of the Indonesian National Police, Director General of General Administration and Regional Autonomy and President Director of PT. Jasa Raharja is also supported by Government Regulation Number 32 of 2004 concerning Tariffs for Non-Tax State Revenue which will help the public to find out the mechanism or service path as well as the administrative costs they must follow at the Samsat office.

## **2. RESEARCH METHOD**

This study uses a descriptive method with a quantitative approach. According to (Sugiono, 2009:15), quantitative research methods are research methods based on the philosophy of positivism, used to examine certain populations or samples, sampling techniques are generally carried out randomly, data collection uses research instruments, data analysis is quantitative/statistics.

Data analysis is also known as data processing and data interpretation. Data analysis is a series of activities of reviewing, grouping, systematizing, interpreting and verifying data so that a phenomenon has social, academic and scientific value. Activities in data analysis are: grouping data based on variables and types of respondents, tabulating data based on variables and all respondents, presenting data for each variable studied, performing calculations to answer the

problem formulation and performing calculations to test hypotheses, the last step is not carried out. The purpose of analysis is to simplify data in a form that is easier to read and interpret.

### 3. RESULTS AND DISCUSSIONS

The following are the results of data regarding the identity of respondents through questionnaires obtained during the research which are presented in the form of a frequency table.

**Table 1.** Distribution of Respondents by Gender

No.	Gender	Frequency	Percentage
1.	Man	35	70
2.	Woman	15	30
	<b>Amount</b>	<b>50</b>	<b>100</b>

Source: 2016 Questionnaire

Based on the table above, it can be seen that the majority of respondents are men, as many as 35 people or 70%. The rest are women as many as 15 people or 30%. So it can be seen that the number of male respondents is more than female.

**Table 2.** Distribution of Respondents by Age

No.	Age	Frequency	Percentage
1.	20-29 Years	10	20
2.	30-39 Years	25	50
3.	40-49 Years	10	20
4.	>50 Years	5	10
	<b>Amount</b>	<b>50</b>	<b>100</b>

Source: Questionnaire 2016

Based on the table above, it can be seen that the majority of respondents are aged 30-39 years, namely as many as 25 people or 50%, the smallest is aged > 50 Tahun as many as 5 people or 10%. So can it is known that the respondent's age is classified as productive age so that good quality public services are expected to support the smooth running of respondents' activities, especially in administrative matters.

**Table 3.** Distribution of Respondents by Occupation

No.	Work	Frequency	Percentage
1.	civil servant	9	18
2.	Businessman	10	20
3.	Employee	25	50
4.	Driver	6	12
	<b>Amount</b>	<b>50</b>	<b>100</b>

Source: 2016 Questionnaire

Based on the table above, it can be seen that the majority of respondents' jobs are employees, as many as 25 people or 50% and the smallest are drivers, namely 5 people or 10%. Good quality public services are needed by respondents, especially in the STNK service as proof of official and legal ownership of a motorized vehicle.

When viewed from the identity of the respondents in table 3, basically respondents work as employees and entrepreneurs so that they have a high frequency. File matters concerning the Motorized Vehicle Registration Number (STNK) as official proof of vehicle ownership and tax payments made respondents want to deal with the Samsat office. This is also because of the socialization carried out by the Samsat to the community.

On average, respondents who came to the Samsat office to take care of something stated a good perception of the employees they faced at the Samsat office. They think that when dealing

with bureaucracy, they imagine that the situation is complicated and ignored. It turned out that the respondent's perception was not true when he arrived at the Samsat office.

**Table 4.** Distribution of Respondents' Answers About Compliance with Requirements with Types of Service

No.	Category	Frequency	Percentage
1.	Very Appropriate	6	12
2.	In accordance	23	46
3.	Not suitable	12	24
4.	It is not in accordance with	9	18
	<b>Amount</b>	<b>50</b>	<b>100</b>

Source: Questionnaire 016

From the table above, it can be seen that 23 people or 46% of respondents stated that the requirements were in accordance with the type of service, 12 people or 24% of respondents stated that the requirements were not in accordance with the type of service, 9 people or 18% of respondents stated that the requirements were not in accordance with the type of service people or 12%. respondents stated that the requirements were in accordance with the type of service.

**Table 5.** Distribution of Respondents' Answers about the Clarity and Certainty of Serving Officers

No.	Category	Frequency	Percentage
1.	Very clear	5	10
2.	Clear	24	48
3.	Unclear	14	28
4.	Unclear	7	14
	<b>Amount</b>	<b>50</b>	<b>100</b>

Source: 2016 Questionnaire

From the table above, it can be seen that 24 people or 48% of respondents stated that employees were clear and definite in providing services, both regarding registration procedures, payment and complaint resolution, 14 people or 28% of respondents stated that the staff serving was unclear because sometimes they were not there. , 7 people or 14% of respondents stated that it was not clear and definite, and 5 people or 10% of respondents stated that the employees who served were very clear and definite.

**Table 6.** Distribution of Respondents' Answers about Employee Discipline in the Samsat Office

No.	Category	Frequency	Percentage
1.	Very Disciplined	11	22
2.	Discipline	20	40
3.	Lack of Discipline	10	28
4.	Undisciplined	9	18
	<b>Amount</b>	<b>50</b>	<b>100</b>

Source: 2016 Questionnaire

**Table 7.** Distribution of Respondents' Answers About the Reasonableness of Costs to Get Services

No.	Category	Frequency	Percentage
1.	Very Reasonable	5	10
2.	Reasonable	23	46
3.	Not fair	14	28
4.	Unreasonable	8	16
	<b>Amount</b>	<b>50</b>	<b>100</b>

Source: 2016 Questionnaire

From the table above, it can be seen that 23 people or 46% of respondents stated that the service fee was reasonable, 14 people or 28% of respondents said it was not fair to the service fee,

8 people or 16% of respondents stated that it was not fair because it was considered expensive and only affordable by the upper middle class. , and 5 people or 10% of respondents stated that the service fee is very reasonable and affordable.

**Table 8.** Distribution of Respondents' Answers About the Appropriateness of Charges Charged with Costs That Have Been Determined by the Government

No.	Category	Frequency	Percentage
1.	Very Appropriate	6	12
2.	In accordance	19	38
3.	Not suitable	13	26
4.	It is not in accordance with	12	24
	<b>Amount</b>	<b>50</b>	<b>100</b>

Source: 2016 Questionnaire

From the table above, it can be seen that 19 people or 38% of respondents stated that the fees charged were in accordance with the fees set by the government, 13 people or 26% of respondents stated that they were not in accordance with the fees charged with those that had been set, 12 people or 24% of respondents said no. according to the fees charged with the fees that have been set, 6 people or 12% of respondents stated that the fees charged were very in line with those set by the government.

**Table 9.** Distribution of Respondents' Answers About Timeliness of Completion of Vehicle Number Certificates

No.	Category	Frequency	Percentage
1.	Very Punctual	10	20
2.	On time	17	34
3.	Not on time	15	30
4.	Not on time	8	16
	<b>Amount</b>	<b>50</b>	<b>100</b>

Source: 2016 Questionnaire

From the table above, it can be seen that 17 people or 34% of respondents stated that they were on time for the completion of the managed Vehicle Number Certificates, 15 people or 30% of respondents stated that they were not on time for the completion of the managed Vehicle Number Certificates, 10 people or 20% stated that they were very punctual, and 8 people stated that they were not on time for the completion of the Vehicle Registration Certificate.

**Table 10.** Distribution of Respondents' Answers About the Comfort of Facilities at the Samsat Office

No.	Category	Frequency	Percentage
1.	Very comfortable	6	12
2.	Comfortable	18	36
3.	Less comfortable	16	33
4.	Uncomfortable	10	20
	<b>Amount</b>	<b>50</b>	<b>100</b>

Source: 2016 Questionnaire

From the table above, it can be seen that 18 people or 36% of respondents stated that they were comfortable with the facilities in the Samsat office because it provided an air-conditioned waiting room, there was a canteen and clean toilets, 16 people or 33% of respondents stated that they were not comfortable with the facilities in the office. Samsat office, 10 people or 20% of respondents said they were not comfortable with the facilities in the Samsat office, and 6 people or 12% of respondents said they were very comfortable with the facilities at the Samsat office.

**Table 11.** Distribution of Respondents' Answers About Security in the Samsat Office

No.	Category	Frequency	Percentage
1.	Very safe	4	8

2.	Safe	23	46
3.	Less Safe	15	30
4.	Not safe	8	16
	<b>Amount</b>	<b>50</b>	<b>100</b>

Source: 2016 Questionnaire

### 3.1 Public Perceptions About Service Attitudes of Samsat Employees

From table 4 it can be seen that 18 people or 36 respondents stated that it was easy for service procedures at the Samsat office. From table 5 it can be seen that 23 people or 46% of respondents stated the requirements were in accordance with the type of service.

There needs to be clarity published in public services in the form of technical requirements and or administrative requirements. These requirements must be clearly informed and can be placed near the service counter, written in printed letters and easy to read. Public Perceptions About the Effectiveness of Samsat Employee Services

From table 5 it can be seen that 18 people or 36% of respondents stated that the employees were not polite and friendly. As government officials who are examples for the community, Samsat employees should be able to show a good attitude so that services to the community become better because of a mutually respectful relationship between the community and Samsat employees.

From table 6 it can be seen that 23 people or 46% of respondents stated that the service fee was reasonable. From table 7 it can be seen that 19 people or 38% of respondents stated that the fees charged were in accordance with the fees set by the government.

### 3.2 Public Perceptions About Service Efficiency of Samsat Employees

From table 8 it can be seen that 17 people or 34% of respondents stated that they were on time for the completion of the vehicle registration certificate which was taken care of. From table 9 it can be seen that 18 people or 36% of respondents stated that they were comfortable with the facilities at the Samsat office.

From table 9 it can be seen that 23 people or 46% of respondents said it was safe for the environment in the Samsat office.

## 4. CONCLUSION

The attitude of the employees is responsible and disciplined in carrying out their duties and providing services. The applicable procedures are not complicated and the requirements are in accordance with the type of service.

The effectiveness of services at the SAMSAT office is achieved because they are capable and responsive in providing services, although sometimes employees act unfairly and unfriendly so that respondents are less happy to deal with the SAMSAT parties.

The service efficiency of Samsat employees is in accordance with what it should be in terms of fees charged with fees that have been stipulated in government regulations.

Completion of the Vehicle Number Certificate required by the respondent on time. The existence of office facilities and facilities for respondents that are quite adequate make respondents feel comfortable dealing with the Samsat.

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