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Analysis of the Quality of Administrative Services Pt. Taspem (Persero) Denpasar Branch

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Abstract

This research aims to find out what the quality of administrative services is for TASPEN participants and recipients at PT. TASPEN (Persero) Denpasar Branch. This research method is descriptive qualitative. Data collection carried out by interviews, observation and documentation. Data validity uses Source Triangulation and data analysis techniques use interactive data analysis techniques. The research results show that the Quality of Administrative Services of PT. TASPEN (Persero) Denpasar Branch towards TASPEN participants and recipients has gone well. This is assessed from various indicators, namely: Direct Evidence (tangibles), namely the availability of supporting facilities and facilities as well as the sufficient number of employees, Reliability which can be seen from the ease and simplicity in managing all matters related to the Ministry of Agriculture, Responsiveness (responsiveness) which can be seen from the alertness of the employees in providing services, assurance which can be seen from how skilled the employees are in providing explanations related to information on public service, empathy which can be seen from the ease in establishing relationships and good communication between participants and employee staff.

Keywords: *Service Quality, Administrative Services, Reliability, Responsiveness, Assurance, Empathy.*

1. Introduction

Public services play a central role in people's lives, becoming a bridge that connects the government with the needs of its citizens (Bisri & Asmoro, 2019). Without good public services, interaction between government and society will be hampered, and society's welfare will be threatened. Therefore, people's expectations for excellent public services are very reasonable (Adhiningtyas et al, 2015). Public service officers, who come from various agencies such as the central government, regional governments, State-Owned Enterprises, and other legal entities, have a big responsibility to provide services that are efficient, transparent and responsive to community needs (Setijaningrum, 2009).

On the other hand, recipients of public services, who can be individuals, community groups, or legal entities, have rights and obligations in relation to a public service (Ridwan & Sudrajat, 2020). These rights include the right to receive quality services, the right to obtain clear information regarding the services provided, and the right to be served fairly and without discrimination (Siti Maryam, 2017). In addition, recipients of public services also have an obligation to comply with applicable rules and procedures, and play an active role in ensuring that the public services they receive are in accordance with expected standards (Masdar et al., 2009).

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Public Service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident regarding goods, services and administrative services provided by service providers related to public service interests (Raharjo, 2022). Service quality is a condition where a dynamic relationship is created between users and service providers, both services and humans (Suandi, 2019). Public services are closely related to capability, responsiveness, timeliness and available infrastructure. If the service provided is in accordance with what the service user expects, then it can be said that the service is a quality service (Tjiptono & Chandra, 2016).

According to AS Moenir (2002) public service is an activity carried out by a person or group of people based on material factors through certain systems, procedures and methods in the context of an effort to fulfill the interests of other people in accordance with their rights. Service quality is known as SERVQUAL (Service Quality) which was discovered by A. Parasuraman, Valerie A. Zeithaml and Leonard L. Berry (1988). To assess service quality, it is included in five dimensions of service quality, namely reliability, responsiveness, guarantee/certainty, empathy, and tangible/direct evidence.

The importance of the position and role of civil servants is generally emphasized in the General Explanation of Law Number 43 of 1999 concerning amendments to Law Number 8 of 1974 concerning Civil Service Principles "The position and role of Civil Servants is important and decisive, because Civil Servants are an element of the state apparatus to carry out government and development in order to achieve national goals (Bukit et al, 2014).

Considering the position of Civil Servants as executors and driving forces of development, it is necessary to be especially aware of the obligations and rights of Civil Servants (PNS) (Anggraini & Banyuaji, 2019). According to Civil Service Law Number 43 of 1999, the State and Government are obliged to maintain the unity and integrity of the Republic of Indonesia and every Civil Servant is also obliged to obey all applicable laws and regulations and carry out the official duties entrusted to him with full dedication, awareness and responsibility (Suhanda , 2016). Apart from these obligations, the rights of civil servants are also determined according to Law Number 43 of 1999 article 7 "Every civil servant has the right to receive a decent salary in accordance with their work and responsibilities" (Sari, 2018).

Basically, every employee and his family must be able to live decently from his salary so that he can carry out the duties entrusted to him. Meanwhile, what is meant by salary is remuneration or appreciation for someone's work (Gasim, 2015). In order to realize improvements in the welfare of Civil Servants Civil servants (PNS) as state apparatus and community servants have the potential to greatly determine the smooth implementation of development, so The government has established a system that can protect Civil Servants and improve the welfare of Civil Servants and their families, namely by issuing PP. No. 10 of 1963 concerning Public Servant Savings and Insurance which later became known as TASPEN (Wijaya & Suharyanti, 2022). With an insurance savings system, at the end of their service period, either because they have reached retirement age, died, or for other reasons, TASPEN participants get a certain amount of money which can be used as capital to enjoy their non-active period as civil servants or their heirs for those who died (Nussy, 2014).

PT. TASPEN (Persero) is a State-Owned Enterprise (BUMN) which is tasked with managing and administering Civil Servant social insurance and pension programs in order to guarantee and improve the welfare of Civil Servants in their old age. This is regulated in PP. No. 25 of 1981 concerning Social Insurance for Civil Servants (Faizal et al, 2020). Meanwhile, according

to SK-18/DIR/2000 which has been refined regarding the decision of the Directors of PT. Civil Servant Savings and Insurance Fund (Persero) regarding work procedures for managing TASPEN participant data. In management there are 3 (three) programs managed by PT. TASPEN (Persero) Denpasar branch, namely: Pension Program, Old Age Savings Program and Prosperous Multipurpose Insurance Program (Habsari, 2015).

With all the limitations that retirees have, such as not knowing which counter to go to to start processing pension documents or maybe not knowing what documents are needed to take care of collecting pension money and elderly people who tend to be sensitive, the participants and many Taspem recipients need clearer and more detailed explanations from PT employees. TASPEN (Persero) Denpasar Branch. Problems regarding facilities that are still lacking, for example a filing cabinet which functions to store files and make it easier for employees to search for files but it is found that the files stored in the filing cabinet are not neatly arranged and there are no rules for storing them, so that when employees need these files/data employees experience difficulties. in finding the files you need.

Based on the background of the problem above, researchers can formulate the problem, namely "What is the quality of administrative services provided by employees of PT. TASPEN (Persero) Denpasar Branch to the participants and recipients of TASPEN?. It is hoped that this research can provide an overview of the quality of administrative services provided by PT employees. TASPEN (Persero) Denpasar Branch to Taspem participants and recipients and with the suggestions provided, it is hoped that this can become useful feedback and input for improving the quality of service at PT. TASPEN (Persero) Denpasar Branch so that it can then become a solution in solving problems of obstacles that may arise and expedite the process of providing services in accordance with the expectations of Taspem participants and recipients.

2. Method

The method used in this research is qualitative and the type of research is descriptive. Research using qualitative methods and descriptive types aims to provide an overview of the complex settings and interactions of participants as well as phenomena according to the participants' views and definitions (Sugiyono, 2011). The focus of this research is to analyze the quality of PT's administrative services. TASPEN (Persero) Denpasar Branch. so the research location was carried out at the PT Taspem Denpasar Branch Office. In its implementation, it uses tools such as a list of interview questions, notebooks, and documents. The main data sources in qualitative research are words and actions, the rest is additional data such as documents and others. The data collection techniques used were observation, interviews, documentation and literature study.

3. Results and Discussion

1. Quality of PT Administrative Services. Taspem (Persero) Denpasar Branch

Assessment of the service quality of an organization, such as PT. TASPEN (Persero) Denpasar Branch, can be understood through the lens of experience and evaluation of its service users. Service user satisfaction is the main benchmark for assessing the extent to which the services provided have met their expectations. If the service meets expectations, it can be concluded that the service is satisfactory. This satisfaction creates a positive relationship between service providers and service users. On the other hand, if the service does not meet expectations, it

can cause disappointment which has the potential to harm the organization's image. Therefore, an active role in listening to service user feedback is the key to continuously improving service quality and ensuring customer satisfaction as the main focus in maintaining the reputation and sustainability of the organization.

Evaluation of a quality service can be carried out by consumers who make direct personal contact with PT employees. TASPEN (Persero) Denpasar Branch, namely Customer Service (CS). In this way, TASPEN participants can see and experience firsthand how PT employees work. TASPEN (Persero) Denpasar Branch. Henceforth, this employee's performance will be assessed based on Direct Evidence, Reliability, Responsiveness, Assurance and Empathy. The following is data obtained by researchers from service users and from service officers at the PT office. TASPEN (Persero) Denpasar Branch regarding existing services. This data has been processed and presented based on each indicator.

a) Direct Evidence (Tangible)

The research results show that the Quality of Administrative Services of PT. TASPEN (Persero) Denpasar Branch towards TASPEN participants and recipients has run well, bringing a significant positive impact. One of the main indicators used to assess service quality is the tangible aspect or direct evidence. This direct evidence includes the availability of supporting facilities and facilities, as well as a sufficient number of employees.

First of all, the availability of adequate supporting facilities and facilities is a crucial factor in assessing service quality. Providing facilities such as service areas, waiting rooms and other facilities represents PT's commitment. TASPEN (Persero) Denpasar Branch in providing optimal service. The existence of good facilities not only creates comfort for TASPEN participants and recipients, but also reflects the organization's professionalism and seriousness in meeting the needs of its participants.

Furthermore, a sufficient number of employees is also an important point in the tangibles aspect. The presence of an adequate number of employees can ensure that each TASPEN participant and recipient receives attention and service efficiently. Thus, it is not only the physical availability of facilities that is the focus, but also the sustainability and quality of services produced by the organization's human resources.

Overall, the positive results on this Direct Evidence indicator indicate that PT. TASPEN (Persero) Denpasar Branch has succeeded in building a strong foundation in providing quality administrative services to TASPEN participants and recipients. The availability of adequate facilities, facilities and number of employees reflects the organization's commitment to providing services that are professional, efficient and meet customer satisfaction standards.

b) Reliability

Reliability is a critical aspect in assessing the quality of PT administrative services. TASPEN (Persero) Denpasar Branch towards TASPEN participants and recipients. The main factor that reflects reliability is ease and simplicity in managing all matters related to taspem. This aspect shows the extent to which PT. TASPEN (Persero) Denpasar Branch is able to provide consistent, reliable and effective services for TASPEN participants and recipients.

First, ease of administration related to taspem is a benchmark for the reliability of administrative services. An easy and transparent process in managing various matters related to TASPEN, such as claims, benefit payments, or changes to participant data, is very important

for participant comfort. The availability of clear information and simple steps helps create a positive and efficient experience for participants.

Second, simplicity in management shows that PT. TASPEN (Persero) Denpasar Branch has an administrative system that is structured and easy to understand. TASPEN participants and recipients will feel benefited if they can access information quickly and process administrative needs easily. Reliability in providing clear instructions and easily accessible services can increase participants' trust in the organization.

Third, the reliability of administrative services also includes the speed of response to participant needs and requests. A responsive and efficient process in responding to participant questions or problems will increase the level of satisfaction and trust in PT. TASPEN (Persero) Denpasar Branch. Lastly, consistency in providing administrative services is also an integral part of reliability. TASPEN participants and recipients expect that every interaction with the organization will provide results that are consistent and in line with their expectations.

Overall, the aspect of reliability which is reflected through ease and simplicity in managing all matters related to Ketaspenan is an important indicator in assessing the quality of PT administrative services. TASPEN (Persero) Denpasar Branch. Consistency, speed of response, and simplicity of the process are key factors that can increase participant trust and satisfaction with the services provided.

c) Capture Power (Responsiveness)

Responsiveness is reflected in the alertness of PT employees. TASPEN (Persero) Denpasar Branch in providing services is a crucial element in assessing the quality of administration. Employee readiness and responsiveness can have a direct impact on the experience of TASPEN participants and recipients, creating positive engagement and higher satisfaction.

First, the alertness of employees is reflected in their ability to provide clear and comprehensive information. Alert employees are able to answer participants' questions appropriately and provide necessary guidance, helping to create a better user experience. Good open communication from employees creates a strong relationship between the organization and participants. Second, responsiveness is also reflected in the employee's ability to respond to participants' requests or needs quickly and effectively. The process of managing claims, payment of benefits, or resolution of other administrative problems carried out swiftly can increase participants' trust in PT. TASPEN (Persero) Denpasar Branch.

Third, being responsive to changes or developments in administrative services is also an important aspect. Employees who are responsive to dynamics and developments in the field of taspenan can provide the latest information to TASPEN participants and recipients, maintaining the reliability and relevance of services. Finally, employee training and development plays an important role in increasing responsiveness. Ensuring that employees have the knowledge and skills necessary to handle a variety of situations and participant needs can optimize their responsiveness.

Overall, the responsiveness of employees is an important foundation in building the quality of PT administrative services. TASPEN (Persero) Denpasar Branch. Their promptness in providing information, responding to requests, adapting to change, and ability to communicate well contribute significantly to the positive experience received by TASPEN participants and recipients.

d) Guarantee (Assurance)

Guarantee (assurance) in the context of the quality of PT administrative services. TASPEN (Persero) Denpasar Branch is reflected in the skills and abilities of the employees in providing clear and adequate explanations regarding Ketaspenan information. This aspect is very important because it gives confidence and trust to TASPEN participants and recipients regarding the reliability and credibility of the organization.

First, employees who are skilled in providing explanations show a high level of knowledge related to the taspenan program. The accuracy and depth of this knowledge guarantees participants that they can get correct and relevant information from trusted sources. Second, good communication skills are also an important part of this guarantee. Employees who can communicate information in a way that is easily understood by participants can increase understanding and reduce uncertainty related to aspects of taspenan.

Third, in providing explanations, employees also need to be able to show empathy and concern for participants' needs and questions. This attitude not only provides assurance about employee professionalism, but also creates positive human relationships and builds trust. Finally, efforts to ensure the security and confidentiality of participant information are an integral part of the guarantee. Employees who maintain the confidentiality of participant data and provide assurance that their personal information is managed well create a sense of security and comfort in interacting with PT. TASPEN (Persero) Denpasar Branch.

Overall, the assurance provided by employees through skilled explanations and good communication creates a foundation for TASPEN participants' and recipients' trust in PT's administrative services. TASPEN (Persero) Denpasar Branch. The combination of expertise, communication skills, empathy and information security is the key to providing a strong guarantee for the quality of services provided.

e) Empathy

Empathy is a critical element in assessing the quality of PT administrative services. TASPEN (Persero) Denpasar Branch, and is reflected in the ease of establishing good relationships and communication between participants and employee staff. This aspect has a significant impact on the experience of TASPEN participants and recipients, creating positive emotional bonds and ensuring that individual needs are properly accommodated. First, the ease of establishing relationships indicates that the employee staff is able to create a friendly and welcoming atmosphere. A welcoming attitude creates a comfortable environment for participants to communicate, ask questions, and convey their needs without feeling awkward. Employees who can accommodate participants' various needs in a friendly manner show an element of empathy in the interaction.

Second, ease of good communication is a concrete form of the staff's ability to understand and respond clearly to participants' needs. Staff who ensure that information is presented in a way that is easy to understand, answer questions patiently, and show a willingness to listen, create an environment based on empathy. Third, a proactive attitude in helping participants solve problems or overcome obstacles also reflects the presence of empathy. Employees who are responsive to participant needs and problems, and strive to provide satisfactory solutions, can increase the level of participant satisfaction and trust in PT. TASPEN (Persero) Denpasar Branch.

Lastly, involving employees in understanding the context and individual situations of participants helps create deeper relationships. Sensitivity to participants' personal conditions,

such as special needs or situations that require a more sensitive approach, is a reflection of the high level of empathy in administrative services.

Overall, empathy is reflected in the ease of establishing relationships and communication between participants and PT staff. TASPEN (Persero) Denpasar Branch is an important factor in forming positive and mutually beneficial relationships. Emotional engagement applied by employees creates a deeper service experience and better meets participants' individual needs.

2. Inhibiting Factors in Administrative Services at PT. Taspen (Persero) Denpasar Branch

Inhibiting factors or obstacles in administrative services at PT. TASPEN (Persero) Denpasar Branch is divided into two, namely TASPEN participants and PT. TASPEN (Persero) Denpasar Branch.

1. From Taspen

- Misunderstanding from several TASPEN participants who thought that PT. TASPEN is too complicated in providing services, perhaps due to the lack of clarity or complexity of administrative procedures. Sometimes, this perception can arise if information is not conveyed transparently or if the administrative process feels complicated for participants. Therefore, it is important for PT. TASPEN to continue to communicate effectively with its participants, simplify complex procedures, and provide clear guidance. Understanding participants' perspectives and identifying areas where confusion arises can help improve service quality and eliminate misconceptions that can affect a company's image.
- TASPEN participants' discomfort or reluctance in asking what is needed when administering their TASPEN can be a serious obstacle in the administration process. Possible causes involve concerns about the complexity of the procedure, lack of clarity of information, or even embarrassment in asking questions. The impact of this reluctance is to slow down the processing process, increase waiting times, and potentially increase participant frustration levels. Therefore, efforts are needed from PT. TASPEN to encourage open communication and create a supportive environment, where participants feel comfortable asking about their needs. Proactively providing information, providing clear guidance, and stimulating participant participation in the administration process can help reduce obstacles and speed up the smooth running of the TASPEN administrative process.

1) From PT. Taspen (Persero) Denpasar Branch

- One of the inhibiting factors in PT administrative services. TASPEN (Persero) Denpasar Branch is the length of the data inspection process. This delay can arise due to the high level of accuracy required in checking participant data. While this caution is important to maintain the accuracy of information, it may result in an increase in the time required to complete administrative processes. These delays may be overcome through the application of more sophisticated information technology or improvements in data checking systems, thereby optimizing efficiency without sacrificing accuracy. Improvements to this process can produce more responsive and fast administrative services, increase participant satisfaction, and reduce potential obstacles that arise due to the length of the data checking process. Lack of equipment, especially for the problem of queue number machines because there is no budget to equip them.

- Another inhibiting factor in PT administrative services. TASPEN (Persero) Denpasar Branch is the length of the consultation process related to Ketaspenan, which can create the perception that other participants feel like they are stepchildren. If the consultation process takes a long time for one participant, this can create inequities in service, making other participants feel neglected or not given the same attention. These feelings can be detrimental to creating a fair service environment and make it difficult for participants to obtain the information or help they need. Therefore, there is a need to evaluate the consultation process, perhaps by increasing capacity or optimizing procedures, to ensure that all participants receive equal service and minimize feelings of being left out in the TASPEN participant community.

From the results of the interview it is clear that PT. TASPEN (Persero) Denpasar Branch is aware of the importance of adequate equipment and employees to maintain administrative service standards. Even though the branch feels that the existing equipment and employees are considered good, they still understand the need for improvement, considering the development of increasingly sophisticated technology and the increasing number of TASPEN participants. Efforts to propose the procurement of equipment and additional staff have been made, both to the Main Branch Office as a provincial branch office and to the Head Office. However, dependence on approval from these agencies is an obstacle to improvement efforts.

Furthermore, responses related to the length of the participant data inspection process reflect an understanding of the need for caution and thoroughness in administrative services. The explanation that the length of time for checking data is also influenced by the completeness of the participant's files provides an illustration that external factors, such as participant readiness, also influence the speed of the process. Even though PT. TASPEN (Persero) Denpasar Branch tries to provide an understanding of the importance of careful data checking, but perhaps further efforts are needed to improve communication and understanding between organizers and participants regarding this process.

Response from PT. TASPEN (Persero) Denpasar Branch reflects its commitment to improving administrative services by recognizing the need for equipment updates and additional staff. The process of proposing to higher agencies shows that the branch is working to find a solution, although reliance on approval is still a challenge. However, awareness of the length of the data inspection process and efforts to explain that it is influenced by the completeness of participant files, can be the basis for efforts to increase understanding and cooperation between PT parties. TASPEN (Persero) Denpasar Branch and its participants.

From the opinion above, it can be concluded that the people who use the services of PT. TASPEN (Persero) is relatively satisfied with the existing services and does not face significant obstacles when administering TASPEN. PT employee. TASPEN (Persero) Denpasar Branch has worked according to procedures, not making it difficult for service users to get services.

4. Conclusion

Based on the results of the research and discussion presented by the author in the previous chapter, it can be concluded that the quality of administrative services for pension recipients at PT. TASPEN (Persero) Denpasar Branch has been running well, this is assessed from various indicators, namely: Direct Evidence (tangibles), Reliability, Responsiveness, Assurance, Empathy. PT administrative services. TASPEN (Persero) Denpasar Branch was rated

positively by the service user community, with aspects such as direct evidence, reliability, responsiveness, guarantee and empathy receiving good ratings. Adequate facilities and equipment, sufficient number of employees, and ease of administrative processes create a professional and efficient service environment. Employee responsiveness in providing information, responding to requests, and adapting to changes creates customer satisfaction. The expertise and skill of employees in providing explanations, together with ensuring the security of participant information, provides confidence and trust. However, there are inhibiting factors, such as misunderstanding and discomfort for participants in asking questions, as well as the length of the data checking and consultation process. To improve services, more effective communication efforts, simplification of procedures and application of information technology are needed. PT's awareness and commitment. TASPEN (Persero) Denpasar Branch towards improvements can be the basis for ensuring better service quality, meeting participant expectations, and building a positive image for the organization.

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