

Enhancing Service Quality in Publishing Environmental Documents at the Tulang Bawang West District Environmental Office

Sudarti¹, Indra Kesuma², Happy Oktisari³, Andala Rama Putra Barusman⁴, Tri Lestira Putri Warganegara⁵

Tira@ubl.ac.id

¹²³⁴⁵Universitas Bandar Lampung

Abstract

The aim of this research is to find out the quality of service in publishing environmental documents at the West Tulang Bawang Regency Environmental Service and the obstacles in its implementation. This type of research is qualitative with a descriptive method with data sources being primary data and secondary data. Data analysis involves answering and explaining research indicators. The indicators used are from Zeithmal, namely Tangible (physical evidence), Reability (reliability), Responsiveness (responsiveness), Assurance (guarantee), and Emphaty (empathy). The results of the research show that the quality of service in issuing environmental documents at the West Tulang Bawang Regency Environmental Service is good, seen from tangible indicators that have fulfilled the wishes of service users, reliability that officers have mastered their work, responsiveness that officers have responded quickly in providing services to the community, assurance that Service users feel safe regarding the data provided, as well as empathy that officers have implemented it in accordance with the wishes of the community as service users. To realize good service quality, the West Tulannng Bawang Regency Environmental Service can do several things, namely as follows: help service users get their needs, be able to provide solutions, provide complaint services, provide fast and accurate service and accept criticism and suggestions .

Keywords: Quality, Service, and Environmental Documents

Introduction

Environmental issues remain a significant challenge for both government authorities and the communities they regulate through legislation (Häder et al., 2020). One key mechanism for managing environmental impacts is the environmental licensing process, ensuring that all activities involving natural resources, which are state-controlled, are appropriately licensed to minimize harm to both humans and the environment (Pedro et al., 2017). Environmental permits serve as a regulatory tool to influence the relationship between citizens and authorities, encouraging compliance with environmental management practices to achieve set goals. Every individual or company responsible for any business or activity must possess the necessary environmental documents (Daddi et al., 2016). These documents are crucial for feasibility studies, as mandated by laws and regulations, to protect the environment from potential damage caused by various projects and industrial activities (Defrizal et al., 2021). They help assess the significant impacts of businesses or activities on the environment, including the affected population size, impact area, intensity and duration of impact, and the number of other environmental components affected (Nelson & Shirley, 2023).

In Tulang Bawang West District, the creation of environmental documents has garnered considerable attention from the local community. However, the current service delivery by government officials in this area is fraught with inefficiencies, such as complicated procedures, lengthy processing times, uncertain completion timelines, unresponsive attitudes, and a lack of transparency. Addressing these issues is crucial for the government to enhance public satisfaction and successfully manage environmental documents (Khan et al., 2020). Effective service delivery in this regard can serve as a

benchmark and a motivating force for improving overall service quality to meet public needs and enhance community welfare (Twizeyimana & Andersson, 2019).

Service quality, as defined by (Wattang et al., 2019), involves actions or deeds performed by an individual or organization to provide satisfaction to customers, employees, and leaders. (Agarwal & Gowda, 2021). identifies several factors influencing service quality, including awareness, rules, organizational structure, ability and skills, and facilities and infrastructure. According to Wattang et al., (2019) service quality focuses on fulfilling needs and requirements, as well as timely meeting customer expectations. Atalay et al., (2019) propose five dimensions to measure service quality: tangibles, reliability, responsiveness, assurance, and empathy.

Environmental documents are essential for regulatory compliance and environmental protection (Prakash, 2019). In Indonesia, business entities must prepare various types of environmental documents, such as Environmental Impact Analysis (AMDAL), Environmental Management Efforts and Environmental Monitoring Efforts (UKL-UPL), Statement of Capability for Environmental Management and Monitoring (SPPL), Environmental Evaluation Document (DELH), and Environmental Management Document (DPLH). These documents are crucial for assessing and managing the environmental impacts of business activities (Wang, 2020).

Previous studies have explored various aspects of environmental and quality management (Roy et al., 2020). examines the impact of Quality Management Practices (QMPs) and Environmental Management Practices (EMPs) on the competitiveness and financial performance of hotel companies in Catalonia, Spain, finding that both QMPs and EMPs positively influence financial performance and competitiveness, despite initial costs. Arbel (Arbelo-Pérez et al., 2017). Explores the integration of Environmental, Social, and Governance (ESG) policies into organizational investment processes, highlighting the systematic implementation of ESG factors and biases in ESG ratings (M. Wang et al., 2023). provides a bibliometric analysis of ESG research from 2001 to 2021, identifying research gaps, particularly in the environmental pillar, and calling for advanced technologies and standardized scoring criteria (Folqué et al., 2023)

Despite the recognized importance of environmental document processing, there is limited research on the specific challenges and factors influencing service quality in this area, particularly within the context of the Tulang Bawang West District Environmental Office (Boy et al., 2021). This gap underscores the need for a focused study to understand and improve the quality of these services. Therefore, this research aims to assess the quality of environmental document publishing services at the Tulang Bawang West District Environmental Office and identify the factors driving and inhibiting service quality in this context (Wartono et al., 2022).

Methodology

This study employs a qualitative research approach, as defined by (Ditya et al., 2022), which explores and understands the meanings derived from social problems experienced by individuals or groups. The chosen method is descriptive, focusing on examining the current status of a group, object, condition, system of thought, or class of events (Ogunyemi & Fusch, 2021). This approach is particularly suitable for understanding the intricacies of service quality in the context of environmental document publishing. The research was conducted at the Environmental Service Office of Tulang Bawang West District, located at Jl. Menak Indah Tiyuh Panaragan, Tulang Bawang Tengah District, Tulang Bawang Udik Regency, Lampung Province. This location was

selected due to its relevance and the direct involvement of the office in the management and processing of environmental documents.

Data collection was carried out using three main techniques: observation, interviews, and documentation (Barusman et al., 2018). Direct observations were made to understand the processes and interactions occurring within the office environment. Semi-structured interviews were conducted with key informants who have a deep understanding of the research subject. The selected informants were Firmansyah, ST., MT, Head of the Environmental Service of West Tulang Bawang Regency; Andi Kurnia, ST., MT, Head of the Environmental Management Division; and community service users who interact with the office for environmental document services. Additionally, relevant documents, records, and reports related to the service processes were reviewed to provide contextual background and support data obtained from observations and interviews.

The informants were chosen based on their knowledge and involvement in the environmental document processing services. The key informants included high-ranking officials within the Environmental Service Office and users of the service from the community, providing a comprehensive view of the service delivery and its effectiveness (Chitakira & Nyikadzino, 2020). To ensure the validity and reliability of the data, triangulation techniques were employed. Triangulation involves cross-verifying data obtained from multiple sources and using different methods. This process helps in obtaining a well-rounded and accurate understanding of the research (Ogunyemi & Fusch, 2021).

Data analysis followed a systematic process involving three key steps: data reduction, data presentation, and drawing conclusions. Data reduction involved filtering and simplifying the collected data to focus on the most relevant information. The reduced data was then organized in a coherent and systematic manner to facilitate understanding and interpretation. Based on the presented data, conclusions were drawn to address the research objectives and questions. This methodological approach ensures that the study's findings are valid, reliable, and provide a thorough understanding of the quality of environmental document publishing services at the Tulang Bawang West District Environmental Office.

Results

The environmental document approval process at the West Tulang Bawang Regency Environmental Service involves several regulatory steps. For both UKL-UPL (Environmental Management Efforts and Environmental Monitoring Efforts) and SPPL (Environmental Monitoring Statement Letter), business actors submit their applications to the Head of the Environmental Service. The process includes verifying the completeness of documents, conducting site surveys, and issuing recommendations upon satisfying all requirements.

However, the service delivery is marked by significant inefficiencies. Processing times for environmental documents are notably long due to the need for comprehensive analysis and research. This is a contrast to other public services, which are generally more streamlined. The service quality at the Environmental Service is evaluated based on several dimensions, including Tangibles, Reliability, Responsiveness, Assurance, and Empathy, as proposed by Zeithaml et al. (1990) and Atalay et al. (2019).

Discussion

The findings reveal that while the West Tulang Bawang Regency Environmental Service has established clear procedures for environmental document approval, there are notable deficiencies in service quality. These deficiencies align with challenges highlighted by Khan et al. (2020) and Twizeyimana & Andersson (2019), who emphasize the need for enhanced service quality to improve public satisfaction and effectiveness in managing

environmental documents.

1. **Tangibles:** The physical aspects of service, such as the appearance of officers and the comfort of service locations, have mixed reviews. While the process follows standard operating procedures (SOPs), comfort and discipline issues persist. This finding supports Wattang et al. (2019), who argue that the quality of physical evidence impacts service perceptions.
2. **Reliability:** The accuracy and expertise of officers are critical. Although officers are generally knowledgeable, reliability issues arise from limited proficiency and unclear service standards, aligning with findings by Agarwal & Gowda (2021) regarding the importance of expertise and clear guidelines in service delivery.
3. **Responsiveness:** The willingness and timeliness of service delivery are crucial. The service is effective in meeting deadlines, but the overall responsiveness could improve to meet Agarwal & Gowda's (2021) standards of quick and accurate service.
4. **Assurance:** The confidence and trustworthiness of officers are noted, with some shortcomings in time guarantees for permit completion. This finding is consistent with Prakash (2019), who stresses the importance of timely and reliable service in maintaining public trust.
5. **Empathy:** Officers' friendly and respectful attitudes align with expectations set by Folqué et al. (2023). This dimension is relatively well-executed, indicating that empathetic service delivery is a strength of the Environmental Service.

Inhibiting factors include staff proficiency and working conditions. Limited computer skills and inadequate working environments impact service quality, supporting findings by Roy et al. (2020) on the influence of organizational factors and staff capabilities on service performance. To improve service quality, recommendations include enhancing staff training, upgrading facilities, and streamlining procedures, reflecting suggestions from various studies on service improvement (Daddi et al., 2016; Defrizal et al., 2021). Overall, while the West Tulang Bawang Regency Environmental Service has made strides in setting up procedures for environmental document processing, addressing the identified gaps and inhibiting factors is essential for improving service quality and meeting public expectations effectively.

Conclusion

Based on tangible indicators, it can be seen that the service process is in accordance with applicable standard operating procedures (SOP) and the public does not find it difficult to fulfill the requirements. The appearance of officers providing services at the West Tulang Bawang Regency Environmental Service is in accordance with applicable regulations. However, the shortcomings seen in the West Tulang Bawang Regency Environmental Service are the lack of comfort for service users and there are still officers who lack discipline.

Based on reliability indicators, in implementation there are no indicators that have not worked well, such as the officers' skills in using tools in the service process. The officers' skills in using service tools are very good

Based on the responsiveness indicator, the implementation of the indicator that has been implemented optimally at the West Tulang Bawang Regency Environmental Service is the completion of services according to the predetermined time.

Based on assurance indicators, the service process has been running according to community expectations in this dimension, including that officers have carried out services according to applicable procedures and guaranteed permit processing costs. However, there are still shortcomings in service, namely the lack of guaranteed time in the permit completion process.

Based on the empathy indicator, it can be said that the quality of service has met

the desires and expectations of service users, namely that the officers serve with a friendly attitude and courtesy. This can be seen from the attitude of the officers who smile and greet when serving service users.\

Driving factors in the implementation of services at the Environmental Service of West Tulang Bawang Regency include awareness factors of the Environmental Service of Tulang Bawang Barat Regency in implementing services, regulatory factors in implementing services, organizational factors in implementing services, ability and skill factors in implementing services as well as factors facilities and infrastructure in the implementation of services.

Inhibiting factors in the implementation of services at the Environmental Service of West Tulang Bawang Regency include the resource capability factor of the apparatus, where at the Environmental Service of Tulang Bawang West Regency it is hampered due to the limitations of the apparatus in using computers, as well as working condition factors, namely the available facilities are less supportive. or inadequate.

To realize good service quality, the West Tulang Bawang Regency Environmental Service can do several things, namely as follows: help service users get their needs, be able to provide solutions, provide complaint services, provide fast and accurate service, and accept criticism and suggestions.

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