

Public Service Implementation in Supporting Employee Performance at Central Metro District, Metro City

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Abstract

This study examines the implementation of public services at the Central Metro District office in Metro City and its influence on employee performance. Several factors hinder effective service delivery, including weak employee discipline, inadequate facilities, and limited access to complaint and information services. Using a qualitative descriptive method, data were gathered through interviews and documentation. Findings indicate that public service quality is influenced by employee discipline, availability of resources, and access to information. Recommendations include establishing a formal information management team, improving infrastructure, and enhancing employee training to improve overall service quality.

Keywords: Public Service; Employee Performance; Central Metro District; Discipline; Infrastructure

Introduction

Public service delivery is essential in fulfilling the needs of citizens and ensuring effective governance (Mahlangu, 2021; Said et al., 2022; Syam et al., 2021). According to Law No. 25 of 2009 on Public Services, government institutions are responsible for offering services that adhere to established standards, manage public complaints, and provide accurate information. The Central Metro District office, located in Metro City, plays a critical role in delivering public services. However, several challenges have been identified, including inadequate employee performance, lack of proper infrastructure, and limited access to public information and complaint mechanisms (Barusman & Virgawenda, 2019; Elle, 2020; Herawati, 2022; Rulashe et al., 2023).

The goal of public service is to ensure that citizens receive satisfactory services in an efficient and effective manner (Akinboade et al., 2012; Mengste et al., 2020; Purwaningrum & Purnomo, 2024; Wijaya et al., 2020). Employee performance at the Central Metro District office, which includes timeliness, discipline, and communication skills, directly affects the quality of services delivered (Abane & Phinaitrup, 2022; Faizah et al., 2023; Wang & Brower, 2019). The district office faces

issues related to employee discipline and inadequate facilities, such as a lack of computers and limited technological competence among staff abane (Kamarulazi et al., 2018; Nasim et al., 2023; Nurdin et al., 2023; Rinaldy et al., 2024). Additionally, the absence of a well-structured information system or complaint platform has made it difficult for citizens to access services efficiently (Mengste et al., 2020; Nkala & Malataliana, 2021; Rinaldy et al., 2024). This research aims to explore the implementation of public services at the Central Metro District office and its effect on employee performance.

In (Aluko & Kike, 2020) , the research focuses on evaluating the Regional Innovation System (SIDa) in Malang City, with an emphasis on improving regional competitiveness through innovation. The framework is based on regional governance policies, particularly the National System of Research, Development, and Application of Science and Technology, which emphasizes science and technology support at local levels. (Aluko & Kike, 2020) employs a qualitative, desk-based study of government documents and interviews with key city officials. Analysis revolves around identifying thematic priorities, examining gaps between current achievements and future goals, and formulating policy strategies. The findings reveal that SIDa's structured roadmap fosters innovation across sectors in Malang City, providing a basis for developing creative industries and supporting public service improvements.

(Nugroho et al., 2022) investigate the relationship between human resource management (HRM) practices and employee engagement, anchored in the High-Performance Work Practices (HPWP) and High-Performance Human Resource Practices (HPHRP) frameworks. The study examines how HRM practices influence employee motivation, skill development, and engagement, which contribute to organizational performance and competitive advantage. Utilizing both qualitative and quantitative data, the study demonstrates a positive correlation between engagement-focused HR practices and outcomes like reduced turnover and increased productivity. Findings suggest that well-designed HR practices lead to sustainable competitive advantage by enhancing employee engagement and satisfaction.

(Basnyat & Clarence Lao, 2020) explore the Smart City (SC) concept within Polish cities, specifically focusing on governance practices, technological adoption, and societal engagement. They adopt a qualitative methodology, including content analysis of policy documents and interviews with city stakeholders. The analysis emphasizes institutional change, governance adaptations, and citizen participation in SC initiatives. Findings highlight the limited integration of SC initiatives across Polish cities, with challenges in stakeholder involvement and technology implementation. This research underscores the need for SC strategies to adapt to local contexts and foster inclusive, participatory governance to effectively leverage smart technologies for urban improvement.

These studies collectively illustrate the importance of tailored policies, stakeholder engagement, and innovative frameworks to foster competitive and sustainable urban development through enhanced governance, resource

management, and technological advancements.

Materials and Methods

This study employed a qualitative descriptive approach to analyze public service implementation in Central Metro District. Data were gathered through interviews, observations, and document reviews. Nine respondents, including district office staff and local citizens, were interviewed to understand their experiences and perspectives on public service delivery. Respondents included the district secretary, general administrative staff, government section heads, and five citizens who frequently interact with the district office.

The qualitative approach allows for in-depth exploration of the factors affecting public service implementation, including employee performance, infrastructure, and access to services (Bibri, 2021; Farida et al., 2022; Hong & Lee, 2023; Temitope, 2023). Data were analyzed using a systematic process that involved data reduction, classification, and interpretation to ensure accuracy and consistency with the research objectives (Sang, 2023; Tomo, 2018; Wang & Brower, 2019).

Results and Discussion

The findings indicate that public service delivery at the Central Metro District office is hindered by several factors, including weak employee discipline, inadequate infrastructure, and the absence of accessible information and complaint services.

Employee Discipline

Employee discipline is a significant challenge affecting public service delivery, as emphasized by (Abane & Phinaitrup, 2022; Faizah et al., 2023; Wang & Brower, 2019). Instances of staff failing to adhere to work schedules, engaging in personal conversations, and displaying unprofessional behavior delay service delivery and reduce the quality of interactions with citizens. Addressing these issues requires stricter enforcement of work discipline and fostering a culture of professionalism that prioritizes public service during working hours.

Inadequate Infrastructure

The lack of sufficient infrastructure is another critical obstacle, corroborating findings by (Kamarulazi et al., 2018; Nasim et al., 2023; Nurdin et al., 2023). Limited access to computers and inadequate technological competence among employees impede efficient service delivery. Upgrading infrastructure, such as adding more computers and implementing comprehensive technology training programs, would greatly enhance operational efficiency and employee performance.

Access to Information and Complaints

Citizens face challenges in accessing public service information and complaint mechanisms, aligning with findings from (Lengkong et al., 2022; Mengste et al., 2020; Nkala & Malataliana, 2021). The absence of a formal complaint platform, such as a call center or digital feedback system, restricts their ability to report issues or obtain information. Establishing an Information Management and Documentation Team

(PPID) and creating accessible complaint platforms (e.g., mobile applications or call centers) would address this gap, ensuring smoother citizen engagement.

Supporting Factors for Employee Performance

Despite these challenges, some factors positively influence employee performance. Consistency in service delivery is maintained through adherence to Standard Operating Procedures (SOPs), as supported by (Mengste et al., 2020; Wijaya et al., 2020). Additionally, the district office has adopted a customer-first approach, ensuring that services are delivered efficiently and prioritizing public needs. However, these efforts need to be complemented by broader systemic improvements to optimize service delivery.

Conclusion

The implementation of public services at the Central Metro District office is crucial for meeting the needs of citizens and enhancing employee performance. However, several challenges, including weak discipline, inadequate infrastructure, and limited access to information, impede the effectiveness of service delivery. Addressing these challenges through stricter work discipline, infrastructure upgrades, and improved access to information will improve employee performance and public service quality. The establishment of a formal information management system and regular employee training will further contribute to achieving the district office's service goals and improving overall public satisfaction.

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