

Evaluation of the Implementation of the Minister of Transportation Regulation Number PM 19 of 2017 concerning the Service Standards of the Public Service Agency on the Performance of Service Products at Polytechnic of Inland Water and Ferries Transportation in Palembang

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Diploma III Study Program In Inland Water Transportation Management, Polytechnic of Inland Water and Ferries Transportation at Palembang^{1,2,3}

Abstract. The implementation of the financial management of public service at Polytechnic of Inland Water and Ferries Transportation at Palembang must be guided by the Regulation of the Minister of Transportation Number PM. 19 of 2017 concerning Guidelines for Service Standards in the Ministry of Transportation, besides being used as a reference, it is also intended as a tool to encourage the realization of transparency and public accountability in the implementation of education and training. The purpose of this study is to evaluate the application of service standards for public service agencies which have 14 indicators on the performance of service products, namely Baccalaureate Training, Short Course and Facilities Rental Services. The population of this study is the policy implementor, all employees, amounting to 188 people and the sample is taken using the slovin method with a 10% error, which taken 66 samples. Data analysis used quantitative descriptive with one-way ANOVA test. The results of the evaluation of the application of service standards for public service agencies, namely accepting Hypothesis One, which means that the application of service standards for public service agencies to the performance of the three service products, which is not the same in other words the application of agency service standards general services have an effect on the performance of service products. The highest mean value is in the baccalaureate training service product. 2 (two) services that do not have a significant difference, baccalaureate training and short course with the criteria of "Good Enough", so it is necessary to increase especially for facilities rental service products whose criteria are "Not Good Enough" in order to increase performance of public service agencies at Polytechnic of the Inland Water and Ferries Transportation at Palembang.

Keywords: Implementation of Service Standards; Public Service Agencies; Performance; Service Products

1 Introduction

The implementation of the financial management of public service agency at Polytechnic of The Inland Water and Ferries Transportation in Palembang must be guided by the Regulation of the Minister of Transportation Number PM. 19 of 2017 concerning Guidelines for Service Standards in the Ministry of Transportation, besides being used as a reference, it is also intended as a tool to encourage the realization of transparency and public accountability in the implementation of education and training. The results of the initial study were obtained at Polytechnic of The Inland Water and Ferries Transportation in Palembang for educational services, namely the implementation of regulations has not been consistent, the development of services, promotion and information for education and training has not been optimal, the cost of education and training is set relatively high, the utility of some facilities and infrastructure is not optimal, the need for a large maintenance budget for facilities, maintenance and care that is not optimal and sustainable, the type, number and qualifications of simulators and laboratories meet international standards, and financial management from the community is still limited.

Achievement of performance indicators include quality graduates, punctuality, affordable financing by the wider community, service availability and satisfaction without leaving the legal aspect in its implementation and prioritizing good service to customers. Service Standards as a guideline and reference for all work units in the education and training program to monitor work and find ways to make continuous improvements, starting from new student admissions to producing graduates. Every individual must be oriented to a quality work culture, with full responsibility to carry out his work carefully, quickly, and on time, so that there is a guarantee for the educational services provided. From the above background, problems are formulated with the aim of evaluating the application of the Regulation of the Minister of Transportation Number PM 19 of 2017 on the performance of service products at Polytechnic of Inland Water and Ferries Transportation in Palembang.

2 Theoretical Basis

2.1 Principles of Service Standards for Public Service Agencies

Based on the Regulation of the Minister of Transportation No. PM 19 of 2017 in compiling, setting and implementing service standards is carried out by taking into account the principles. Simple, service standards that are easy to understand, follow, easy to implement, easy to measure, with clear procedures and affordable costs for the community and organizers. Participatory preparation of service standards by involving the community and related parties to discuss together and obtain alignment on the basis of commitments or agreements. Accountable, matters regulated in service standards must be implemented and consistently accountable to interested parties. Sustainable, service standards must be continuously improved as an effort to improve service quality and innovation. Transparency, service standards must be easily accessible to the public. Justice, service standards must ensure that the services provided can reach all people with different economic status, geographical location distance and differences in physical and mental capabilities.

2.2 Performance Measurement of Public Service Agencies

Performance measurement is one of the important elements of an organization's management control system, which can be used to control activities. Each activity must measure its performance in order to know the level of efficiency and effectiveness. An activity that does not have performance measures will be difficult for the organization to determine whether the activity is a success or failure (Mahmudi, 2005). Performance measurement is very important to assess the accountability of organizations and managers in producing better public services. Accountability is not just showing the ability or how public money is spent but also includes the ability to show that public money has been spent economically, efficiently, and effectively. The scope of Service Standards for the implementation of education and training Polytechnic of Inland Water and Ferries Transportation in Palembang consists of several 14 (fourteen) components; legal basis, Requirements, Systems, mechanisms, and procedures, Fees/tariffs, Service Products, Facilities, Implementing competence, Internal control, Handling, Number of implementers, Information, Service guarantee, Guarantee of service security and safety, Performance evaluation of implementers.

3 Research Methods

3.1 Data Collection Technique

The data collection method is a tool used to obtain the data needed in a study to obtain the required data. The data collection method in this study is observation, questionnaire, interview, and documentation. Before being used in the study, the instrument used was first tested, namely a questionnaire. If the data is collected, then data processing is carried out, presented and analyzed. In this study using a statistical test by assessing the variable X and variable Y, then the analysis used is based on the average (mean) of each variable. The average value (mean) is obtained by adding up the overall data in each variable, then divided by the number of respondents. After obtaining the average of each variable then compared with the criteria determined based on the lowest value and the highest value from the questionnaire results. The lowest value and the highest score were taken from the number of questions in the questionnaire multiplied by the lowest score (1) and the highest score (4) that had been determined. Determination of the criteria for the variable X, namely the minimum service standard of public service agencies with a total sample of 66 people and the question items stated to the respondents. The number of question items is 54 questions which include 19 question items for baccalaureate training service products, 19 question items for short course training service products and 16 question items for rental services. Measurement of scores and service product criteria can be seen in table 1.

Table 1. Service Product Score Criteria

Value	Criteria
19 – 38,333	Not good
38,333 – 57,666	Not good Enough
57,666 – 76,999	Pretty good Enough
76,999 – 96,332	Well
96,332 – 115,665	Very good

To produce data that is in accordance with the research objectives, it is necessary to test the validity and reliability of the questionnaire. Testing of measuring instruments is carried out with Instrument Validation Test and Reliability Test.

3.2 Data Analysis Technique

Data management is an activity that starts from structuring raw data until the data is ready for analysis. Some technical activities related to data processing are raw data arrangement, data editing, data coding, data tabulation. The next stage of data processing is data analysis. The nature of data analysis is to transform data input into information. Data analysis was carried out by formulating the initial hypothesis and then performing the ANOVA test. The hypothesis in this study is as follows;

- a. H_0 = The average application of service standards of public service agencies to the three service product performances namely baccaulaureate training, short course and rental services is the same.
- b. H_1 = The average application of service standards of public service agencies to the three service product performances namely baccaulaureate training, short course and rental services is not the same (there are differences).

In this study, testing was carried out using the SPSS Version 20 application. One-way ANOVA or also known as one-way Analysis of Variance is a type of statistical test that compares the variance in the group mean in a sample while considering only one independent variable or factor. One-Way ANOVA compares three or more of the three categorical groups to determine whether there is a difference between them.

4 Results and Recommendation

4.1 Results

Polytechnic of Inland Water and Ferries Transportation in Palembang has the task of organizing vocational education programs, research, and community service in the field of river, lake and ferry transportation. The types of service product include Baccaulaureate Training, Short Course, and Rental Service. Respondents in this study are employees who directly implement the service standards of public service agencies for 3 (three) service products. From the respondent's data, it can be seen that the majority of respondents in this study were male. employees who carry out the service standards of public service bodies are the majority of employees aged 26-35 years with educational background Diploma III. The positions that become research respondents are educational staff consisting of the Heads of Subdivisions / Heads of Staff / Librarians. Based on the description of the rental service product. The results of calculations carried out on 66 respondents based on data collected from the instrument for 3 (three) service products, namely Baccaulaureate Training of the mean value of 58.92, Short Course the mean value of 58, 73 while Rental Services mean (average) is 49.56. It can be concluded that the highest mean value is for Baccaulaureate Training service products with the criteria for each product in accordance with table 1 criteria for service product scores, namely Baccaulaureate Training with the criteria "Good Enough", short course "Good Enough" and for Rental Services "Not Good Enough" .

Table 3. Anova Test

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	3778.374	2	1889.187	35.118	.000
Within Groups	10489.970	195	53.795		
Total	14268.343	197			

Based on the calculation results of Table 3 above, it can be seen that the probability sig value is 0.631, then the data above has the same variance, so that it meets the requirements of the ANOVA test and can be continued to analyze. From the data we get $F_{table} < F_{count}$ ($3.04 < 35.118$) then H_0 is rejected. So the decisions taken using H_1 are: The average service standards of public service bodies, Baccalaureate Training, Short Course are not the same (there are differences). Or in other words, the application of service standards for public service bodies has an effect on service products.

Table 4. Multiple Comparison Test

	Service Products	N	Subset for alpha = 0.05	
			1	2
Tukey HSD ^a	3	66	49.56	
	2	66		58.73
	1	66		58.92
	Sig.		1.000	.987

Means for groups in homogeneous subsets are displayed.

a. Uses Harmonic Mean Sample Size = 66.000.

Column subset 2 (two) there are 2 (two) values of the service product variable Baccalaureate Training and Short Course. This means that the average application of service standards for public service bodies does not have a significant difference.

4.2 Recommendation

Research on evaluating the implementation of service standards for public service agencies Polytechnic of Inland Water and Ferries Transportation in Palembang, was studied with a quantitative approach with a one-way ANOVA test and based on the scope contained in the Minister of Transportation Regulation Number 19 of 2017 concerning Guidelines for Service Standards within the Ministry of Transportation with 14 (fourteen) indicators. Service standards that need to be improved on the three service products, namely:

- a. Baccalaureate Training by making improvements to service standard indicators, implementing training facilities and infrastructure, implementing competencies, implementing training service products for formation, implementing internal audit internal audits for education and internal auditing of finance and resources, handling complaints, suggestions and inputs, total implementers, both educators and education staff, implementation of handling complaints, suggestions and inputs as well as implementing evaluation and performance of implementers, especially for evaluating quality targets.
- b. Short Course need to be improved on service standard indicators for the application of short course service products, short course training facilities and infrastructure, implementing competencies for both educators and education staff, internal supervision for both internal audits of education and internal audits of finance and resources, handling complaints, and the number of implementers, both educators and education staff, as well as

the implementation of evaluation and performance of implementers, especially for evaluating quality targets.

- c. Facilities Rental services need improvement in service standard indicators, implementation of rental service completion period, competence of lease service implementers, internal supervision of rental services in the form of internal audits carried out by quality management and financial internal audits, handling complaints, suggestions and inputs, implementation of security assurance and service safety, as well as the implementation of implementing performance evaluations, both evaluating the behavior of civil servants and also evaluating quality targets.

5 Conclusions

Based on the formulation of the research problem, it is concluded that the average application of service standards for public service agencies on the three service products, namely baccalaureate training, short course is not the same (there are differences) or in other words the application of service standards for public service agencies have an effect on the performance of existing service products Polytechnic of Inland Water and Ferries Transportation in Palembang. Of the three service products provided, there are 2 (two) services that do not have a significant difference, namely Baccalaureate Training and Short Course. the need for improvement in the application of service standards, especially rental services.

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