

The Effect of Public Service Performance Based on Information Technology on Single Submission User Satisfaction

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Abstract:- As a public service provider, the government is faced with many problems related to improving the quality of public services through good service performance and quality service products. The education and training factors also play an important role in the service and satisfaction of users of information technology systems. Based on these thoughts, a study was conducted on the effect of information technology-based public service performance on Online Single Submission user satisfaction. There are several methods of collecting data and information, including distributing questionnaires, interviews and observing the field. Data collected was analyzed using the regression analysis method, and correlation analysis. The analysis shows that there is a significant relationship between the research variables. So it can be concluded that the performance of public services, educational background and training and information technology systems have a significant effect on user satisfaction Online Single Submission.

Keywords:- Performance, Public Service, Education And Training, Information Technology, Online Single Submission, Oss.

I. INTRODUCTION

As a form of public service, the government has a function of service and empowerment to the community which is shown in the form of performance. Prawirosentono defines that performance is the work that can be achieved by a person or group of people in an organization, in accordance with their respective responsibilities, in order to achieve the goals of the organization concerned legally, not violating the law and in accordance with morals and ethics (Sinambela, 2012: 5). Whereas LAN-RI formulates performance is a picture of the level of achievement of the implementation of an activity, program, policy in realizing the goals, objectives, mission, and vision of the organization (Pasolong, 2014: 175).

Public services are very important in good governance, the function of public services is a fundamental function that must be carried out by the government and also by BUMN / BUMD. Based on Law No. 25/2009 concerning public services, basically public services cover three aspects, namely service of goods,

services, and administration. Public service is an activity that must prioritize the public interest, facilitate public affairs, shorten service time, and provide satisfaction to the public. (Thaha, 1994 in Falikhatun, 2003).

Fulfillment of the rights of others (the community) which is the objective of the public service function must be continuously improved, both in terms of quality and quantity. The quantity side can be done by increasing the number of people that can be served and increasing service time, while the quality side can be reduced by reducing service errors, speeding up service, and ease of service. Several studies were conducted related to customer satisfaction with the quality of public services. Several studies have shown that the root of the problems of government administration and licensing are convoluted and non-transparent procedures, so that the concept of bureaucracy is better known and interpreted as troublesome because it is complicated, inefficient and corrupt. The procedure of governance and urban licensing is one of the things that must be managed better in order to increase the successful implementation of regional autonomy and win the competition in this era of globalization (Ratminto, 2003).

Governance management systems and government work procedures, internal performance and public services can be realized by optimizing the use of information technology. The use of information technology includes interrelated activities namely data processing, information management, management systems and work processes electronically. Therefore, the use of information technology in an organization is a unified whole and interconnected in the work process as a system. According to Laudon and Laudon (2007: 15) information systems can be technically defined as a set of interconnected components, collecting (or obtaining), processing, storing and distributing information to support decision making and supervision in an organization. In addition to supporting the process of decision making, coordination and supervision, information systems can also help leaders and employees in analyzing problems, describing complicated things, and creating new products. The application of technology, especially information systems, will assist the authorities in carrying out their work by reducing their limitations (Alter, 1992 in Falikhatun, 2003).

In its application to an organization, including bureaucracy, information systems refer to information about members of the organization, places and other important things in the organization or in the surrounding environment. Information is data that has been formed into something that has meaning and is useful for humans. Instead the data is a collection of raw (unprocessed / managed) facts that represent events that occur within an organization so that they cannot be understood effectively by humans.

Technically, the application of management information systems in the current organizational environment is seen from the use of a number of hardware and software. The use of electronic devices such as computers, printers, telephones, which continues to grow, ranging from internet networks to high-speed wireless Wi-Fi, to telephone systems and digital cables, constantly changing the way people work in the life of organizations in order to meet the needs human needs.

Investment Coordinating Board as a non-ministerial government agency tasked with implementing policy and service coordination in the field of investment based on statutory regulations. As an institution that provides services in terms of licensing, BKPM currently utilizes information technology that is applied in the Online Single Submission (OSS). The OSS system was implemented from 9 July 2018 involving 25 Ministries/Institutions, 34 Provinces, 514 Regencies/Cities, 13 Special Economic Zones, 4 Free Trade Zones and 111 Industrial Zones. All business sectors must be issued through OSS unless there are a number of sectors that have not been issued through OSS. OSS consulting services are carried out at PTSP BKPM Central and all Provincial/Regency/City DPMPTSP.

Semester / Year			
I / 2018	II / 2018	I / 2019	II / 2019
211.760	223.020	225.114	227.683

Table 1:- OSS User Growth Data at Investment Coordinating Board

OSS is a system issued by the government to facilitate investors to get business licenses. Permits that can be issued through OSS are Business Permits, Location Permits, Building Permits, and Environmental Permits.

This study aims to discuss how the influence of information technology-based public service performance on Online Single Submission users.

II. REVIEW OF THEORY AND DEVELOPMENT OF HYPOTHESES

➤ *Public Service Performance Indicators*

Fachruzzaman and Norman (2010) performance measurement is an indispensable component in measuring organizational performance. So setting the right indicators in measuring performance is very important. Performance indicators are quantitative and qualitative measures that describe the level of achievement of a predetermined activity. Difficulties in determining performance measures will lead to limitations in using performance measures for decision making and accountability purposes. Difficulties in determining performance measures can result in imperfections in performance measurement and evaluation systems developed by organizations. Previous research conducted by Fachruzzaman and Norman (2010), showed that difficulties in determining performance measures negatively affect the use of performance information systems.

Lenville, as quoted by Yuosa (2002: 48), proposes that there are at least three concepts that can be used as indicators of government organization performance, namely: responsibility, responsiveness and accountability. In line with the above opinion, Dwiyanto (in Yuosa, 2002: 48) said that in measuring the performance of government organizations (public bureaucracy) adjusted to the tasks and functions carried out. Furthermore it is said that performance indicators are comprehensive because they include dimensions: quality, service, productivity, responsiveness, responsibility and accountability).

From these explanations so that the hypothesis can be drawn as follows:

H¹: Public service performance has a positive effect on the development of government performance measurement systems.

➤ *Employee Education and Training Background*

Chen et al. (2010) proves that educational backgrounds that are relevant to the duties and responsibilities of subordinates in an organization will cause job satisfaction because it can solve problems faced easily according to their cognitive references. Akbar et al (2012) have found that technical knowledge positively influences the process of developing and implementing government performance measurement systems in Indonesia. These findings have more or less prompted researchers to come up with the next hypothesis to be empirically tested relating to the technical knowledge support that government employees have gotten from their educational backgrounds.

Cavalluzzo and Ittner (2004), and Nurkhamid (2008) prove that training provided to management has a positive effect on the development of measurement systems, accountability and use of performance information generated by the implementation of performance measurement systems based on the description, the hypotheses proposed are:

H²: Employee education and training background has a positive effect on the development of information technology systems

➤ *Information Technology*

According to Mc Keown (2001) defines Information Technology refers to all forms of technology used to create, store, change, and to use the information in all its forms. Meanwhile, according to Martin, Brown, Dehayes, Hoffer, Perkins (2005) they define Information Technology as a combination of computer technology consisting of hardware and software for processing and storing information with communication technology for channeling information. Here communication technology is used as a

means of channeling information, while the information is processed and stored in a computer. From some of the definitions above, information technology includes a combination of computer technology and telecommunications technology itself. Computers as hardware with software as software that serves as a means of processing and storing data that will be sent via communication channels.

The use of information technology by governments such as using the intranet and the internet, which has the ability to connect the needs of residents, businesses and other activities is a process of business transactions between the public and the government through automation systems and internet networks, more commonly known as the world wide web (www).

Based on the description, the following hypotheses are generated:

H³: Information technology has a positive effect on OSS user satisfaction

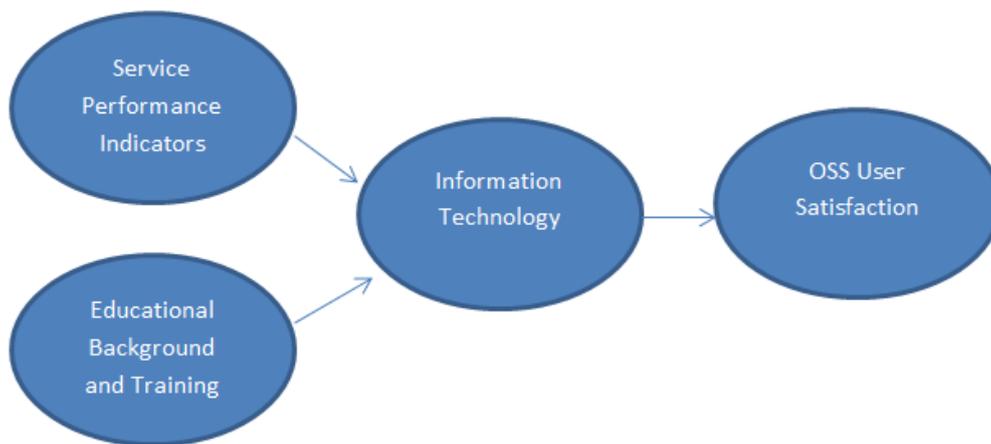


Fig 1

III. METHOD

A. Samples And Populations

The method used for testing needs in this study is the sample method, according to Sugiyono (2011: 81) what is meant by the sample is part of the number and characteristics possessed by the population. Basically sample size is a step to determine the size of the sample to be taken in carrying out research of an object. This study uses a sample of prospective investors and employees in the Investment Coordinating Board. These criteria are used to ensure directly that respondents know the OSS system and also employees who are directly involved in the OSS system development process.

B. Data Collection Technique

Data for testing needs empirically and then analyzed obtained by explanatory research strategies (explanatory). This study uses survey research techniques with a questionnaire to obtain data from respondents. Questionnaire method used to measure service quality. This

method was developed in the 1980s by Zeithaml, Parasuraman & Berry, and has been used in measuring various quality services. With this questionnaire, we can find out how big a gap (gap) that exists between people's perceptions and people's expectations of a public service. The questionnaire was developed based on previous similar studies. The distribution of the questionnaire was carried out for two weeks with a gradual collection once a week.

C. Data Analysis Method

This study uses an independent variable (complex), the data used are primary data that is data taken from a study using instruments that are carried out at a particular time and the results cannot be generalized.

The data that has been collected is processed using SPSS which stands for Statistical Package for the Social Sciences. SPSS is an application used to carry out advanced statistical analysis, data analysis using machine learning algorithms, string analysis, and big data analysis that can be integrated to build analytical data platforms.

D. Discussion

X¹

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
H1	27,2451	32,781	0,821	0,716	0,831
H2	27,5980	33,847	0,730	0,601	0,855
H3	26,8922	36,275	0,772	0,630	0,847
H4	27,2451	33,514	0,810	0,716	0,835
H5	25,8039	40,991	0,476	0,260	0,908

Table 2

Corrected Item-Total Correlation with the Pearson Table number in the table above, the number of respondents was 104, then for the error rate of 5% table number 0.19

- H1 0.821 > 0.19
- H2 0.730 > 0.19
- H3 0.772 > 0.19
- H4 0.810 > 0.19
- H5 0.476 > 0.19

This means that all questions H1 through H5 are valid as research instruments.

X²

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
H1	28,8725	38,588	0,819	0,727	0,864
H2	28,7353	38,989	0,780	0,674	0,874
H3	28,2843	43,493	0,791	0,670	0,874
H4	28,6373	37,976	0,837	0,755	0,860
H5	27,5882	47,888	0,564	0,347	0,915

Table 3

Corrected Item-Total Correlation with the Pearson Table number in the table above, the number of respondents was 104, then for the error rate of 5% table number 0.19

- H1 0.819 > 0.19
- H2 0.780 > 0.19
- H3 0.791 > 0.19
- H4 0.837 > 0.19
- H5 0.564 > 0.19

This means that all questions H1 through H5 are valid as research instruments

Y

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
H1	30,4314	27,357	0,579	0,456	0,833
H2	31,3529	25,815	0,710	0,732	0,795
H3	31,2451	26,028	0,743	0,746	0,787
H4	30,2745	28,162	0,546	0,423	0,841
H5	31,4412	28,328	0,699	0,545	0,803

Table 4

Corrected Item-Total Correlation with the Pearson Table figures in the table above, the number of respondents was 104, then for an error rate of 5% table number 0.19

H1 0.579 > 0.19

H2 0.710 > 0.19

H3 0.743 > 0.19

H4 0.546 > 0.19

H5 0.699 > 0.19

This means that all questions H1 through H5 are valid as research instruments.

Model Summary									
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.770 ^a	0,593	0,585	4,11608	0,593	72,148	2	99	0,000

a. Predictors: (Constant), Educations, Performance

Table 5

Results in Summary Model

Rsquare Change = 0.593 means that the two dependent variables contribute 59.3% to OSS User Satisfaction, the remaining 40.7% is influenced by other variables.

ANOVA ^a						
Model	Sum of Squares	df	Mean Square	F	Sig.	
1	Regression	2444,688	2	1222,344	72,148	,000 ^b
	Residual	1677,273	99	16,942		
	Total	4121,961	101			

a. Dependent Variable: TI

b. Predictors: (Constant), Educations, Performance

Table 6

Results in the "Annova" table

Sig = 0,000 less than 0.05 means that the variable Public Service Performance and Education and Training Background significantly influences OSS User Satisfaction.

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,792	2,851		1,681	0,096
	Performance	0,260	0,060	0,299	4,355	0,000
	Educations	0,604	0,068	0,611	8,894	0,000

Table 7

➤ *Dependent Variable: TI*

Results in the "Coefficients" table

- For Performance the value of Sig = 0,000 is smaller than 0.05, which means that the Performance variable has a significant effect on OSS User Satisfaction.
- For Education the value of Sig = 0,000 is less than 0.05 which means that the Education variable has a significant effect on OSS User Satisfaction

IV. CONCLUTIONS AND RECOMMENDATIONS

Based on research that has been done about the Effect of Information Technology-Based Public Service Performance on Online Single Submission User Satisfaction, it can be concluded that the performance of public services has a positive effect on OSS user satisfaction. The information technology of the OSS system is currently very good in serving the community online, transparent and accountable, and is supported by the performance of employees who have good background and training. There are some inputs from respondents regarding the measurement system for evaluating the performance of

public services, one of which is the survey method and Key Performance Indicator (KPI) to measure the performance of organizational performance.

From the results of research conducted educational background and training also has a positive effect on OSS user satisfaction. Because in the current digital era education and training in information technology is needed to support daily work and the development of systems that are currently already using online. Most of the input from respondents agreed that information technology education and training needs to be done so that the system development can be done quickly, precisely and measurably. The analysis shows that there is a significant relationship between the research variables. So it can be concluded that the performance of public services, educational background and training and information technology systems have a significant effect on user satisfaction Online Single Submission.

Future studies are recommended to use research samples from various sources or use other variables that can affect government performance for the better and improve the performance of public services.

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