

# Analysis of the Quality of Community Satisfaction in Public Services in Tanjungpinang Class I State Detention House

Diannita Rachma<sup>1</sup>; Rumzi Samin<sup>2</sup>; Rezal Hadi Basalamah<sup>3</sup>

<sup>1</sup>)Student of the Master of Public Administration Program

<sup>2,3</sup>) Advisor of the Master of Public Administration Program  
Raja Ali Haji University Tanjungpinang-Indonesia

**Abstract:-** This thesis research is entitled: **Analysis of the Quality of Community Satisfaction in Public Services at the Tanjungpinang Class I State Detention House.** This research was carried out in response to complaints from community members, especially from the families of Correctional Inmates (WBP) at the Class I Tanjungpinang State Detention House (Rutan). The aim of this research is to find out and analyze public satisfaction with public services at the Class I Tanjungpinang State Detention House and to find out and analyze the obstacles to public satisfaction with public services at the Tanjungpinang Class I State Detention House. To answer the problem formulation, researchers used research methods with a qualitative descriptive approach and data analysis techniques based on the theory of Milles & Huberman (2014). Meanwhile, to determine the level of satisfaction in public services. Researchers use indicators based on (Bernes, 2003:71), which describes the level of satisfaction with public services through five criteria, namely: Core Products or Services; Support Services System; Technical Performance; Elements of Interaction with Customers and Emotional Elements. The results of the research show that public satisfaction with the services provided by the management of the Tanjungpinang Class I State Detention House (Rutan) is not satisfactory and does not meet community expectations. It is recommended that the Head of the Tanjungpinang Class I State Detention House provide training to his employees so that they gain skills and are more insightful in carrying out their duties.

**Keywords:-** *State Detention House, State Prison, Tanjungpinang Prison, Tanjungpinang Prison.*

## I. INTRODUCTION

### ➤ Background

Community services regarding the quality of services at the Tanjungpinang Class I State Detention House (Rutan) currently focus on the prisoner services section. This section is one of the work units at the Tanjungpinang Class I State Detention House (Rutan) and its performance is supported collectively by the work unit of the Department of Law and Human Rights, Riau Islands Province.

The facilities and infrastructure of the Tanjungpinang Class I State Detention House (Rutan) are a core public service unit as a supporting instrument for service satisfaction which becomes direct added value within a certain period of time and becomes an integral and collective part in fulfilling the tiered targets for community satisfaction.

Maximum regional government service based on ethical motivation for community welfare is a key instrument for realizing collective community welfare as an effort to progress optimal service at the Tanjungpinang Class I State Detention House for inmates and inmates' families as part of public services.

The researcher's initial observations indicate that there are a number of weaknesses in community services at the Class I Tanjungpinang State Detention House which are caused by the derivation of problems, namely inadequate room facilities caused by overcrowding of inmates and a significant impact on room conditions and very limited supporting facilities; disproportionate ratio between the number of officers and inmates; the lack of effectiveness of supervision of inmates with the discovery of prohibited and non-compliant items during raids on inmates.

Governance and Standard Operational Procedures (POS) Family visits for inmates are regulated in a series of visiting procedures. The visit flow scheme at the Class I Tanjungpinang State Detention House contains the provision that the flow and visit scheme for the inmates is the stage for the assisted families in visiting the Class I Tanjungpinang State Detention House.

This flow scheme is a form of community service that is targeted to provide public satisfaction with the maximum service provided. One example of the services provided by the Tanjungpinang Class I State Detention House to the families of inmates during visits is goods storage services by fulfilling a number of requirements, including bringing a residence card (KTP), family card (KK), marriage certificate, passport, permit. driving (SIM) or Student Card, bring a permit from the holding agency.

Visitors to the Tanjungpinang Class I State Detention House must leave items when visiting, with visitors who want to leave food or goods must bring personal identification in the form of a valid KTP, Family Card, Driver's License, Marriage Certificate or Passport.

Next, the visitor takes the queue number that has been provided and waits in the waiting room for visiting registration, the officer will call the visitor's queue number according to the visitor's serial number, hand over their identity to the officer, the officer will input the visitor's data into the Correctional Database System and take the visitor's photo and fingerprint.

The officer will print the visiting paper and give it to the visitor, and the final stage is that the officer will check the items or food brought by the visitor and if there are items or food that are not permitted to be given to the inmates, the officer will return it to the visitor.

There are a number of dominant factors in the emergence of suboptimal public services at the Tanjungpinang Class I State Detention House which give rise to a multiplier effect on the quality of service whose derivation of the problem is thought to be deprivation and conditions of tension caused by the gap between what should happen and the actual facts which encourage people to commit violence, including the existence of subcultural factors in prisoners (Citrawan, 2015).

Based on this understanding and the initial survey of researchers at the Tanjungpinang Class I State Detention House, it is indicated that public services must indicate a number of service quality parameters which are focused on the responsiveness of public service officers in responding to the basic needs of inmates and inmates' families regarding public services which is the dominant indicator. in service quality instruments that are able to influence community satisfaction simultaneously.

The Tanjungpinang Class I State Detention House as the provider of maximum service must have public service quality standards as a maximum effort to improve the quality of service for inmates and families of inmates who are included in the Class I category in the group for providing quality of service.

The services provided by the Class I Tanjungpinang State Detention House to the families of inmates include video call services, visiting services, laundry and barber shop. The public service standards currently being implemented do not yet refer to good operational standards and procedures. A description of the provisions and legal basis for the Video Call service at the Class I Tanjungpinang State Detention House is described in the following infographic.

Online visiting services for residents of the Class I Tanjungpinang Prison have been opened since the Covid-19 pandemic. The online visiting service was first opened on March 18 2020, and each correctional resident provided their family WA number and the officers continued to create the LIPO Rujiba WA group.

Each WBP family only registers through the group by writing the name of the WBP who will be contacted. Online visit time is limited to 15 minutes and the video call is provided free of charge. This condition requires improvements so that community services at the Class I Tanjungpinang State Detention House comply with regulations governing standard performance criteria, and are able to meet customer satisfaction.

In order to comprehensively identify elementary problems in public services at the Tanjungpinang Class I State Detention House and then identify the achievement of targets in realizing maximum public service delivery, it is necessary to carry out field observations by researchers by conducting initial interviews with the Head of the Prisoner Services Section, Dedy Win Hernadi, A.Md. .IP which indicates the initial research findings that the operational performance of the service section at the Tanjungpinang Class I State Detention House needs to be carried out in accordance with the established Standard Operating Procedures (SOP).

There are a number of phenomena that are not directly proportional to the public service targets set by the Tanjungpinang Class I State Detention House as the Department of Law and Human Rights of the Riau Islands Province, namely the lack of systematic security and comfort which is indicated by the lack of public services provided to the families of the inmates. The abstraction is that community service satisfaction is felt directly by the community as visitors when visiting the inmates.

The responsiveness of the Class I Tanjungpinang State Detention House in responding to the basic needs of the community towards optimizing public services is the dominant indicator in the service quality instrument which is able to influence community satisfaction simultaneously. The Class I Tanjungpinang State Detention House as a party that serves the public interest must have optimal service quality standards as a maximum effort to improve community satisfaction.

Service alignment and service quality which is focused on the satisfaction of the Tanjungpinang community at the Class I Tanjungpinang State Detention House is a determining indicator and a barrier between reality and community expectations regarding the services received. Identification of a number of service quality factors provided by the Class I Tanjungpinang State Detention House on the degree of satisfaction of the people of the Riau Islands Province is deemed necessary.

Initial research findings when conducting a survey at the Tanjungpinang Class I State Detention House through interviews with inmates indicated that the efforts of the Tanjungpinang Class I State Detention House in realizing community service satisfaction regarding service quality needed to be improved.

The linearity is indicated by the target of preparing this research which is focused on the efforts of the Tanjungpinang Class I State Detention House in realizing community satisfaction with the quality of service and the obstacles faced by the Tanjungpinang Class I State Detention House in realizing community satisfaction with the quality of service. This research is expected to be able to provide theoretical and practical implications as well as provide added value to the sustainability of empirical research.

Service alignment and service quality which is focused on the satisfaction of the Riau Islands community is a determining indicator and a barrier between reality and community expectations regarding the services provided by the community services section of the Tanjungpinang Class I State Detention House. Identification of a number of service quality factors provided by the Tanjungpinang Class I State Detention House on the degree of satisfaction of the people of Riau Islands Province is deemed necessary to linearly improve the needs of the inmates and the families of the inmates.

Based on the initial survey at the Tanjungpinang Class I State Detention House as the sole focus of research, it was identified that there were a number of facilities and infrastructure that still needed to be equipped, namely that visiting services for inmates were not yet optimal, which was indicated by the lack of orderly activities during inmates' visiting hours.

Based on the background description and several phenomena that appear above, the author wants to know more deeply and is interested in conducting research on "QUALITY ANALYSIS OF COMMUNITY SATISFACTION IN PUBLIC SERVICES IN TANJUNGPINANG CLASS I STATE DETENTION HOUSE"

## II. LITERATURE REVIEW

The description of the literature review in the discussion of grand theory and its derivation explains a number of meanings and definitions, including service quality, and strategies for improving service quality as well as parameters for community satisfaction and the relationship between service quality and community satisfaction. The definition of State Detention House is also included as the basis for the empirical analysis of this research.

Regarding a number of previous comparative and linear studies, it is reviewed based on research variables, empirical theory and research methods. Thus, the researcher concludes in the form of a synthesis table which briefly describes the strengths and weaknesses of a number of comparative studies and their relationship to the research currently being prepared. Next, the researcher collected relevant theories and concepts from the following participants.

### A. *Quality of Public Services*

Service quality is a form of customer assessment of service levels. Parasuraman in Tjiptono (2002:60), explains what is received or perceived service with the expected level of service. The concept of service quality is based on efforts to satisfy customer desires or requests based on expectations.

Service quality is one of the determining factors for the success of service companies in providing maximum services, so it will provide satisfaction to ferry service users and if service users feel satisfied with the services provided, it will have a positive impact on the company.

Service quality is the expected level of excellence and control over this level of excellence in order to fulfill customer desires (Tjiptono, 2016). This behavior is identified before and after the transaction occurs. Service quality is how far the difference is between customers' expectations and reality regarding the services they receive (Hardiyati, 2010).

Service quality is a factor that can encourage customers to establish good relationships with the company, thereby enabling the company to be able to identify and understand more thoroughly what is needed and expected by the customer so that ultimately customer loyalty will emerge which will have a good impact on the company.

### B. *Community Satisfaction*

Satisfaction can be defined as an effort to achieve something. In order to improve the quality of services provided, there is no other choice but to increase professional human resources, as the main capital of public services which function to provide services to the community.

Therefore, the government as a public servant must continue to identify and respond to various external factors that need to be considered.

In general, customer satisfaction is a person's feeling of joy or disappointment resulting from comparing product performance (or results) against their expectations. If performance does not meet expectations, customers will be dissatisfied, if performance meets expectations, customers will be satisfied, and if performance exceeds expectations, customers will be very satisfied (Kotler & Keller, 2003).

Customer satisfaction is defined by John C. Mowen and Michael Mnor (2002:89) as the overall attitude shown by consumers towards goods or services after they obtain and use them. It is a post-selection evaluative judgment that is based on specific purchasing decisions and experiences of use and consumption of the goods or services.

Meanwhile, according to Barnes' opinion (2003:71), there are several factors that influence the level of public satisfaction with service providers and organizations which can be viewed into five levels, namely:

- Core product or service, is the essence of the offering that represents the core product or service provided by the organization.
- Supporting systems and services, including supporting services that can improve the completeness and core services or products.
- Technical performance, essentially related to whether the organization defines its core products and supporting services correctly. The emphasis is on the organization presenting products to customers as promised.
- Elements of interaction with customers, this level refers to the interaction of service providers with customers through direct face to face or through technology-based contact.
- Emotional elements - the core affective dimension of service from this fifth level is how we foster positive feelings in customers.

The five levels of triggers for customer satisfaction are as follows:

- Communicated feelings and emotions: In essence what feelings we evoke in them.
- Level of personal service, attention, speed of service, general quality of contacts; how people are treated and served.
- Following existing standards, delivery on time, keeping promises, few errors in products and services.
- Delivery systems, accounts, pricing, warranties, complaint handling schedules and other features that enhance and support the core product or service.
- Core product or service: the core of what we offer.

#### C. Public Service

According to A.S. Moenir A (2002: 16) states that the process of fulfilling needs through the direct activities of other people is what is called service. So it can be concluded that service is an activity that has the aim of helping prepare or take care of what other people need.

From the definition above, it can be concluded that service is an activity that can be felt through the relationship between the recipient and the service provider who uses equipment in the form of an organization or organizational institution.

Therefore, it can be concluded that public services include all types of services related to public goods and public services which are basically implemented and responsible by the central, regional and state-owned companies or regional-owned companies in the context of implementing statutory regulations. invitation.

#### D. Public Service Elements

According to A.S. Moenir (1995:8) there are several factors that support public service activities, namely:

- Systems, Procedures and Methods; Namely: In public services there is a need for information systems, procedures and methods that support the smooth delivery of services;
- Personnel: Mainly emphasized on the behavior of the apparatus; in public services, government officials as service personnel must be professional, disciplined and open to criticism from customers or the public;
- Facilities and infrastructure: Public services require equipment and work space as well as public service facilities. For example, waiting room, adequate parking space;
- Community: As customers in public services, the community as customers is very heterogeneous in terms of education level and behavior.

#### E. Framework of Thinking

Community services at the Tanjungpinang Class I State Detention House have always been the focus of public attention, because public facilities are intended for service satisfaction with the target of achieving satisfaction for the entire community and the inmates and families of the inmates at the State Detention House.

To measure service quality, researchers implemented six service quality criteria based on Maxwell (in Zauhar, 2001), namely appropriate and relevant, available and affordable, guaranteeing a sense of fairness, acceptable, quality, convenience, comfort, fun, reliable, timely, fast, responsive and humane, economical and efficient.

Based on the description of the satisfaction evaluation parameters, the thinking framework for this research is illustrated through the following flowchart:



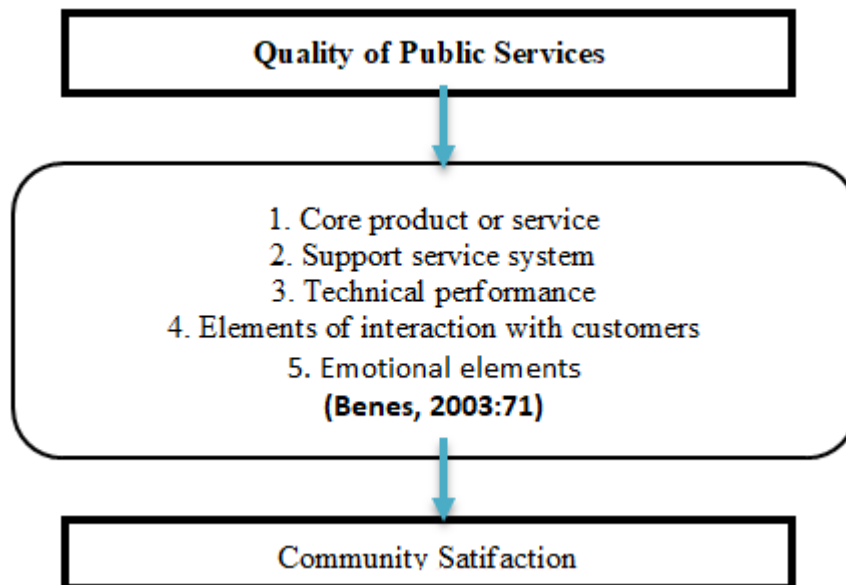


Fig 2 Framework of Thinking in Research Analysis of the Quality of Community Satisfaction in Public Services in Class I Tanjungpinang.

Source: Author's Processing, 2024

#### F. Concept Definition

To provide a better understanding of the concepts and terms used in this research, it is necessary to explain several operational concepts. According to Nurdin and Hartati (2019:122) operational definition is a strategy for defining variables operationally based on observed characteristics which allows researchers to make careful observations or measurements of objects or phenomena.

- Satisfaction is a person's feeling of happiness or disappointment after comparing their perceptions and impressions. In this research, satisfaction is determined by how far the service provider or organizer, in this case the Tanjungpinang Class I State Detention House, can meet the needs of the community (inmates & families) so that a sense of satisfaction arises.
- The Community Satisfaction Index is data and information about the level of community satisfaction which is measured quantitatively and qualitatively regarding community opinions about the services provided by public service providers by comparing their expectations and needs.
- Service is work carried out by a person or group of people in a certain way, where the level of satisfaction can only be felt by the person serving or being served, and depends on the service provider's ability to meet the user's expectations.
- Public services are all types of services, both public goods and public services, which are basically carried out by the Tanjungpinang Class I State Detention House in order to implement statutory regulations.
- The core product or service is an offering component that shows the core product or service provided by the Tanjungpinang Class I State Detention House.
- Supporting systems and services, consisting of services that can improve the completeness and core products or services.

- Technical performance focuses on whether the organization defines its core products and supporting services correctly. The main emphasis is that the Tanjungpinang Class I State Detention House displays products to the public as promised.
- Elements of interaction with customers are the level of interaction with customers where service providers interact with customers either directly or through technology-based contacts.
- The emotional element is how the Tanjungpinang Class I State Detention House can foster public trust.

### III. RESEARCH METHODOLOGY

This research uses a descriptive approach method, which is research aimed at describing conditions in a community or society (Notoadmojo, 2018). Nazir (2014) descriptive method is research aimed at describing conditions in a community or society.

This descriptive method is targeted at systematically, factually and accurately describing the facts during the implementation of public services at the Tanjungpinang Class I State Detention House.

In Sugiyono's opinion (2017:8), qualitative research methods are called naturalistic methods because the research is carried out in natural conditions (natural settings). This method is also called the ethnographic method because it was originally used for research on cultural anthropology.

#### A. Research Procedure

The researcher is the key instrument and qualitative research requires the researcher to be present directly at the Tanjungpinang Class I State Detention House to collect primary and secondary data.

The stages of this research process were carried out continuously and repeatedly and were interrelated and focused on the efforts of the Tanjungpinang Class I State Detention House in realizing community satisfaction with the quality of service and the obstacles faced by the Tanjungpinang Class I State Detention House, from before the location studied until the completion of the research.

#### B. Research Informant

In this research, the selection of research informants is the main factor in data collection. Qualitative research does not use the term population. Information related to the researcher's title is called research informant.

As previously explained, the selection of informants is very important and must be done carefully and carefully because this research examines the Analysis of the Quality of

Community Satisfaction in Public Services in the Class I State Detention House in Tanjungpinang.

The researcher then decided that the head of the Tanjungpinang Class I State Detention House was the most appropriate and appropriate first or key informant. This key informant was then asked to provide recommendations for the next informant, noting that the informant had to assess the working environment conditions to ensure that the data they collected from the first informant was synchronized and valid.

In this research, the number of supporting informants consisted of 1 Head of Yantah Section, 1 Head of Security, 1 Head of Management, 8 inmates and 8 members of the community (WBP families) so that the number of key informants and supporting informants was 20 people. For more details, see the table below:

Table 1 of Informants Research

No	Research Informants	Amount
1.	Head of State Detention House	1
2.	Section Chief of Detention Management	1
3.	Head of Security	1
4.	Section Chief of Management	1
5.	Prisoner	8
6.	Communitais	8
Total Amounts		20

Source: Processed by Researchers, 2024

#### ➤ Types and Sources of Research Data

The support of primary and secondary data is the basis for the objectivity of this research findings which are focused on the efforts of the Tanjungpinang Class I State Detention House in realizing community satisfaction with the quality of service and the obstacles faced by the Tanjungpinang Class I State Detention House as a form of implementing public services carried out at the Tanjungpinang Class I State Detention House. Details of the primary and secondary data used in this research are described below:

#### ➤ Primary Data

Primary data is original data collected by researchers at the Tanjungpinang Class I State Detention House as the single locus studied. This data was collected specifically to answer specific research problems.

The data used is data obtained based on the results of answers to questionnaires distributed to respondents, namely focusing on the efforts of the Tanjungpinang Class I State Detention House in realizing community satisfaction with the quality of service and the obstacles faced by the Tanjungpinang Class I State Detention House.

#### ➤ Secondary Data

This data was obtained indirectly, either in the form of information or literature related to research. Secondary data used in this research include books, journals and literature, document data related to the efforts of the Tanjungpinang Class I State Detention House in realizing community

satisfaction with the quality of service and the obstacles faced by the Tanjungpinang Class I State Detention House.

Researchers immediately came and carried out observations at the Tanjungpinang Class I State Detention House and identified the obstacles faced when implementing public services. The aim of involving researchers in the research location is to obtain actual data related to the data needed as a basis for qualitative analysis and descriptive interpretation. Meanwhile, research data was obtained from informants through questionnaires as a data collection medium.

#### C. Data Collection Technique

The data acquisition and collection strategies used by researchers were observation, interviews, documentation and literature study. Data analysis was implemented through a number of stages of planning, evaluation, and identification and analysis of the efforts of the Tanjungpinang Class I State Detention House in realizing community satisfaction with the quality of service and the obstacles faced by the Tanjungpinang Class I State Detention House.

This research data collection was targeted at identifying field data through observation, interviews and documentation methods which focused on the efforts of the Tanjungpinang Class I State Detention House in realizing community satisfaction with the quality of services and the obstacles faced by the Tanjungpinang Class I State Detention House.

### ➤ Observation

Observations are also not limited to individuals, but natural objects. This research observation focused on the efforts of the Tanjungpinang Class I State Detention House in realizing community satisfaction with the quality of service and the obstacles faced by the Tanjungpinang Class I State Detention House.

### ➤ Interview

In this research, the author will interview Ka, Kasi Yantah, inmates, and the community (WBP families) who often interact with the Tanjungpinang Class I State Detention House Office to find out about Community Satisfaction with Public Services at the Tanjungpinang Class I State Detention House.

### ➤ Documentation

Documentation is a record of past events in the form of drawings, photos, sketches. Documentation of this research

was obtained through pictures, documentation, archives and journals related to identification and analysis of the Class I Tanjungpinang State Detention House's efforts regarding community satisfaction with the quality of services and obstacles faced by the Tanjungpinang State Detention House.

### D. Data Analysis Technique

The data analysis technique for this research uses the Miles and Huberman model which consists of data reduction, data presentation and drawing conclusions. This model is implemented interactively and continues continuously until completion, so that the data is saturated and linked to the identification and analysis of the efforts of the Tanjungpinang Class I State Detention House in realizing community satisfaction with the quality of service and the obstacles faced by the Tanjungpinang Class I State Detention House.

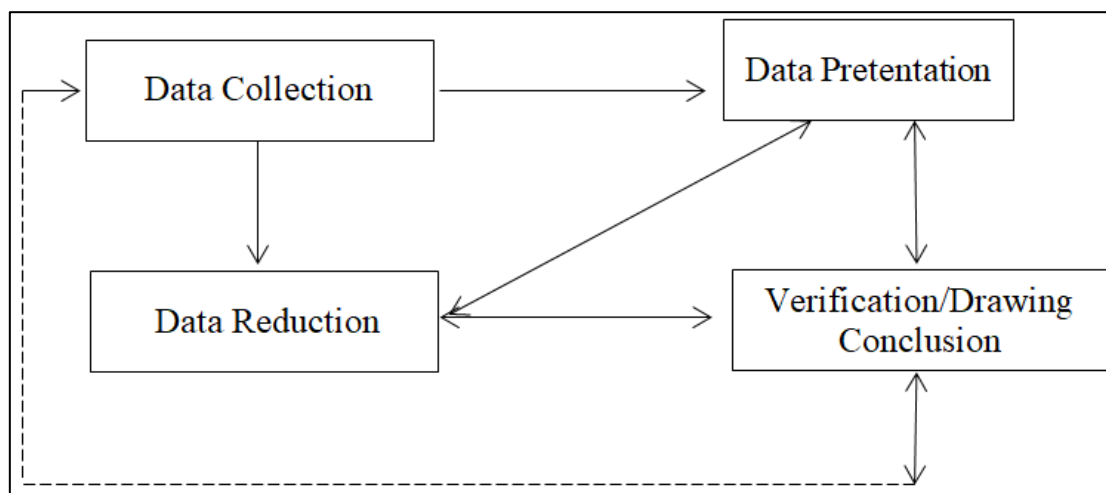


Fig 1 Milles and Huberman's Qualitative Data Analysis Technique

Source: Milles & Huberman (2014)

The research data analysis technique matrix based on Milles and Huberman above is a series of researchers' efforts to provide objective analysis of primary and secondary data that has been collected at the Tanjungpinang Class I State Detention House as the single locus studied. The description of the Milles and Huberman matrix above is described in detail as follows:

The description above is a series of stages of research data analysis related to the efforts of the Tanjungpinang Class I State Detention House in realizing community satisfaction with the quality of service and the obstacles faced by the Tanjungpinang Class I State Detention House. The source triangulation approach allows researchers to obtain data from the perspective of the Tanjungpinang Class I State Detention House as the locus studied.

Despite these conditions, researchers have implemented observation, interview and documentation study techniques to obtain data and a number of techniques to identify the degree of difference in data on the efforts of the Tanjungpinang Class I State Detention House in realizing

community satisfaction with the quality of services and the obstacles faced by the Tanjungpinang Class I State Detention House.

Researchers also used member checks to test the validity of this research data which was obtained directly from pre-determined informants. The researcher re-checked the primary and secondary data obtained from research informants in order to test and achieve the degree of validity of the data obtained from the Tanjungpinang Class I State Detention House.

## IV. RESULTS AND DISCUSSION

### A. Analysis of Community Satisfaction with Public Services in State Detention Houses Class I Tanjungpinang

Objective conditions show that public services are still faced with a poor government system and inadequate human resources for the apparatus. This is revealed by the large number of complaints and grievances that continue to arise both directly from the public and through the mass media. If

the government does not respond to this condition, it will create an unfavorable image of the government.

To overcome this situation, efforts need to be made to continuously improve the quality of public service delivery in order to realize excellent public service. Efforts to improve the quality of public services are carried out through comprehensive and integrated improvements to the public service system.

The level of public satisfaction with public sector services is still quite low, as shown by several empirical studies on service quality in regional government bureaucracies. The increasingly better standard of living and very dynamic community growth is evidence of the empowerment efforts experienced by the community (Widodo, 2001).

This shows that people are increasingly aware of their rights and obligations as citizens in the life of the nation, state and society. People are becoming more courageous in conveying their desires, demands and aspirations to the government. The public is also becoming more critical and more daring to control government policies.

The Tanjungpinang Class I State State Detention House (Rutan) is a government institution that provides services to the community. Administration of inmates and other government services within the Ministry of Law and Human Rights are included in the category of services offered. Excellent quality and professional service oriented towards community satisfaction as service recipients is the core of the Vision, Mission and Moto of the Tanjungpinang Class I State Detention House.

Therefore, data on the level of community satisfaction with the public services provided by the Tanjungpinang Class I State Detention House is very important. According to the initial evaluation carried out at the Tanjungpinang Class I State Detention House, several problems in the service department were found. One of the factors that influences the quality of services provided is service facilities.

To better understand the Analysis of Community Satisfaction in Public Services in Class I Tanjungpinang State Detention House, the following is a summary of research results with several informants:

#### ➤ *Core Products and Services*

**This** product is the essence of the offering that represents the core product or service provided by the organization. Broadly speaking, the concept of service refers to three main scopes of definition, namely industry, output or offering, and process.

Services are often viewed as a complex phenomenon. The word "service" itself has many meanings, ranging from personal service to services as a product.

The results of the research can be known through the responses of informants from the community as a family of

WBP, namely Mr. Teddy Ridwan. This was successfully interviewed during a visit to the Tanjungpinang Class I Detention Center. He stated that in general the employees of the Tanjungpinang Detention Center were considered good in carrying out their duties.

"Especially in providing services to the community. However, I think the responsiveness given to visitors is lacking. Because they are too indifferent and not friendly in serving visitors. "For notification of services, I think it is inadequate because the service procedures and requirements regarding 03 June 2024 are not posted on the type of service management" (Interview Result, 03 June 2024)

Teddy Ridwan stated that the staff were quite capable of providing services at the Tanjungpinang Class I Detention Center and that the public was quite satisfied with their services. However, the processing procedure is not yet listed in the visiting service room, so the person dealing with it must ask the employee first.

Similar expressions were conveyed by another community informant, namely, Mr. Achmad. Similar to Mr. Teddy Ridwan, Mr. Ahmad was also successfully interviewed during a visit to visit his family at the detention center at that time.

"I see that the public services currently being implemented in detention centers are quite good, but the attitude of employees in providing services needs to be improved. "Because not all of the public understands the main duties and functions as well as the existing procedures in the detention center, so the staff can provide accurate information, especially regarding these procedures." (Results of Interview with Informant Mr. Ahmad, 03 June 2024)

Based on the response from Mr. Achmad, he explained that because not all people understand service procedures, employees are expected to provide information and clarity to the public.

Another informant from the community who was successfully asked for his response was Mr. Agus. Similar to the previous community informant, the informant Mr. Agus also assessed that the implementation of public services by the management of the Tanjungpinang Detention Center was considered far from expectations.

"In my opinion, it is still lacking, I think the Tanjungpinang Detention Center staff are not yet qualified and do not have sufficient ability to provide services. We as visitors assess that the attitude of the employees is also less friendly in providing service." (Results of interview with informant Mr. Agus, Wednesday, 05 June 2024).

According to the responses of a number of informants above, they considered that employees generally provided fairly clear information about service requirements and procedures, but a number of other informants stated that employees were less able to provide information and seemed complicated.



Another informant from the community, namely Mr. Fadil, said that so far the implementation of public services at the Tanjungpinang Class I Detention Center has been quite good, but the attitude of employees in providing services needs to be improved.

"I assess that the services provided are procedural. However, I see that the attitude of many employees seems to be arrogant and unfriendly." (Results of Interview with Informant Mr. Fadil, 05 June 2024).

Responding to this, the researcher confirmed it with informants from among the employees, namely, the Head of the Detainee Services Section (Yantah) of the Tanjungpinang Class I Detention Center, Mr. Deddy Win Hernandi AMdIP. The following are the results of interviews with Tanjungpinang Class I Detention Center employees regarding the analysis of Community Satisfaction in Public Services at Tanjungpinang Class I Detention Center.

Based on the results of the interview with Head of Yantah Section regarding Core Products and Services, he explained that the detention center had tried to carry out its duties and functions well by providing services to the community in accordance with established provisions and procedures. In a rebuttal tone, the head of the Yantah Rutan Class I Tanjungpinang emphasized this.

"What is certain is that we always provide explanations to the community and inmates who do not or do not know about the service procedures in this detention center." (Results of an interview with Mr. Deddy Win Hernandi A.Md.IP, 06 June 2024).

Furthermore, Kasi Yantah also emphasized that his party had tried to carry out its duties and functions well, providing services to the community and inmates in accordance with established provisions and procedures.

A similar explanation was also given by the Head of Management, Mrs. Aldina Joanita, A.Md. According to him, the Tanjungpinang Class I Detention Center always provides explanations to the public and inmates who do not know about the service procedures at the Detention Center.

If there are people or inmates who don't understand, we always invite them to ask. Even the employees were happy to provide explanations to them. That's what we do. This is solely to improve services to the community." (Results of an interview with Head of Management, Aldina Joanita, A.Md, June 5 2024).

According to the results of an interview conducted with Mrs. Aldina Joanita, A.Md as the Head of Management, it was explained that all procedures and management procedures have been provided. If there are people and inmates who do not understand, they are welcome to ask the employee on duty at the service desk, the employee will be happy to ask. The heart will provide an explanation, that is the effort made to improve services to the community.

This statement from the detention staff was also confirmed by the statement made by the Head of the Tanjungpinang Class I Detention Center, Eri Erawan, AMdIP., SSos., MSi, when asked for his response regarding the core products and services in the services at the Tanjungpinang Class I Detention Center.

He explained that the quality of service at the Tanjungpinang Class I Detention Center as a whole was good, although he admitted that it was still not perfect because there were still many shortcomings here and there. However, his party always tries to improve, especially in terms of employee attitudes.

"As the head of the detention center, I always carry out routine evaluations every month to follow up if there are complaints from the community and inmates, so that these problems can be resolved and improved for the future and also evaluate employee performance, especially in providing services, because the main task of employees is provide excellent service to the community, especially prisoners. " (Results of an interview with the Head of Tanjungpinang Class I Detention Center, Eri Erawan, 07 June 2024).

#### ➤ *Support Service System*

Included in this type of service is a service that can improve the completeness and core of the product or service. Public services are activities or series of activities carried out to meet service needs.

As the mandate of the Public Service Law states, every citizen and resident is entitled to goods, services and/or administrative services provided by public service providers, including state government institutions, corporations, independent institutions established by law to carry out service activities. public, and other legal entities established exclusively to carry out public service activities.

Services in the form of public services or public goods, as well as administrative services regulated in statutory regulations, are included in the public service category. Supervisors and people in charge are needed so that public services can be carried out in a complete manner.

Governors at the provincial level and regents/mayors at the district/city level are members of the supervisory board. In addition, they include heads of state institutions, ministries, non-ministerial institutions, state commissions and other institutions.

Based on the results of the author's observations with one of the informants from the community, namely Mr. Teddy Ridwan, who stated that, regarding the service facilities and infrastructure sector at the Tanjungpinang Detention Center, according to him, it is quite adequate.

"We consider the service infrastructure sector to be good, both in terms of quantity and quality, and comfortable enough to provide services to the community," (Results of Interview with Informant Mr. Teddy Ridwan, June 3 2024).

Based on the results of the interview with Mr. Teddy Ridwan, information was obtained that in his opinion the service facilities and infrastructure were quite adequate both in terms of quantity and quality, and were comfortable enough to provide services.

This is confirmed by the opinion of another community informant, namely Mr. Achmad. According to informant Mr. Ahmad, the facilities and infrastructure in the detention center are sufficient but still need to be updated and cleanliness also needs to be given more attention.

"In general, the facilities and infrastructure of this detention center are good, but it needs to be improved and the cleanliness sector needs to be improved again," (Interview results, 03 June 2024).

The following are the results of interviews with employees of the Tanjungpinang Class I Detention Center with a focus on questions regarding the analysis of Community Satisfaction in Public Services at the Detention Center with the Head of Prison Services (Yantah) Mr. Deddy Win Hernandi AMdIP.

The informant, Mr. Deddy Win Hernandi, explained that currently there are still deficiencies in work facilities and infrastructure, including computers. "Only 3 units of work computers in detention centers that can and are suitable for use are in a usable condition, while 4 of them are damaged. "In fact, every employee has 1 computer as a means of working so that employees can complete their tasks well." (Interview Results, June 6, 2024).

From the statement above, information is obtained that there are still deficiencies in work facilities and infrastructure, including many of the computers used for work that are damaged and in an unfit condition for use, so that employees cannot complete their tasks properly and quickly.

The same statement was also conveyed by the informant, Head of Management, Mrs. Aldina Joanita. According to him, so far his party has tried to provide good service to the community.

"Both in terms of equipment and working facilities. Indeed, we admit that a lot of supporting office equipment has been damaged, and we have proposed procuring new computers to the central government. However, until now there has been no response from the center." (Interview Results, June 6, 2024).

Based on the results of the interview above, it can be concluded that in terms of work facilities and infrastructure it is necessary to improve further, the inadequate availability of work facilities of course affects the work completion process so that the service process is also disrupted

As a result, the quality of service and public satisfaction with comfort in providing services in detention centers will definitely be affected by this damage.

### ➤ *Technical Performance*

Technical performance, contains whether the organization is targeting its core products and supporting services correctly. Organizations must ensure that customers get the promised products.

The principal and substance of public services is always associated with actions carried out by a person or group of people or certain agencies to assist and help society achieve certain goals.

In providing services, each employee prioritizes service aspects that greatly influence the behavior of the people who receive them. Therefore, they must be able to serve the community with a level of absorption, understanding and incompatibility with various aspects of services that they do not yet know.

To follow up on all work mechanisms and procedures that apply in an organization, so that services receive a positive response, wise, in-depth explanations, coaching, directing and persuading are needed (Parasuraman, 2001: 52).

### ➤ *Employee Capacity*

Employee capacity is another term for employee ability which includes ability, skill and strength. Therefore, a person is said to be competent/capable if he can or is capable of carrying out something that he must carry out.

Robbins (2001:218) is of the opinion that the level of employee performance will greatly depend on the employee's own ability factors such as the level of education, knowledge, experience where the higher the ability the higher the performance will be.

Thus, low levels of education, knowledge and experience will have a negative impact on employee performance.

The research results can be obtained through the author's interviews with community informants, namely, Mr. Teddy Ridwan. This informant stated that the prison staff were quite capable of carrying out their duties. Especially in providing services to the community.

"I'm the only one who doesn't understand the explanations from the staff, because actually the staff always provide explanations to the people visiting this detention center, but because many prison employees are indifferent and not friendly in serving the community. I think this is necessary for clarity of information because requirements have been attached regarding the type of service management." (Interview results dated 03 June 2024).

Based on the response from the informant, Mr. Teddy Ridwan, it is known that the detention center employees are quite capable of carrying out their duties. Especially in providing services to the community in terms of conveying information. However, because of his responsiveness, he did not understand the explanation from the employee. The

reason is that the employees are too indifferent and not friendly enough to serve the public.

Informant Mr Ahmad also made a similar statement. According to him, public services at the Tanjungpinang Detention Center have been quite good so far, but the attitude of employees in providing services needs to be improved.

"The service is quite good, but the attitude of the employees is not friendly, so improve it. "Because not all of the public understands the procedures in the detention center, staff should be able to provide clear information regarding these procedures." (Interview results, 03 June 2024).

From the statements of the two public informants above, it can be concluded that in general public services at the Tanjungpinang Class I Detention Center are considered to be good. Likewise, conveying information to the public is considered to be sufficient, it's just that because there are factors that the attitude of employees is less friendly, indifferent and seems arrogant, the goodness is lost and the assessment changes to poor service.

They assess that the attitude of employees in providing services to the community needs to be improved, this is partly due to the low ability of employees to carry out their duties. Because the employees do not fully understand their duties and there are still people who ask questions here and there when providing services to the community.

Responding to this, the Head of Yantah Rutan Class I Tanjungpinang, Mr. Deddy Win Hernandi, when asked for his response regarding Technical Performance, stated that his party had tried to carry out its duties and functions well, providing services to the community in accordance with established provisions and procedures.

"It needs to be emphasized again that we have tried our best to always provide explanations to the public, especially to those who do not understand the procedures and mechanisms of services in this detention center. (Interview results dated 06 June 2024).

From the responses from the interview, it is known that so far the Tanjungpinang Class I Detention Center has tried as hard as possible to carry out its duties and functions in order to produce good performance. Namely by providing services to the community in accordance with established provisions and procedures.

A similar confirmation was also conveyed through the statement of the Head of Management Informant, Mrs. Aldina Joanita, AMd. According to him, so far his party has always tried to provide good service to the community. Both in terms of procedures and management procedures have been provided for the community.

"Likewise, if there are people who still don't understand our explanation, then we invite them to ask our staff. I think our staff will be happy to provide an explanation to them because this is our job." (Interview dated June 5 2024 ).

The Head of the Tanjungpinang Class I Detention Center, Mr. Eri Erawan, when interviewed regarding the Core Products and Services in Services at the Tanjungpinang Class I Detention Center, stated that the Tanjungpinang Class I Detention Center had set service standards in accordance with PAN-RB Ministerial Regulation Number 15 of 2014 concerning Service Standards. So far the service has been running and being implemented well.

"But to be honest, we still have many shortcomings, both in terms of service to the community and in terms of employees. In general, people often stumble over the completeness of documents when processing parole or other things. So we have to explain again the requirements for administering services here." (Interview results dated 07 June 2024).

Meanwhile, regarding the time for managing services, continued informant Eri Erawan, It depends on the completeness of the requirements used. If the requirements used are complete then the file will definitely be followed up by the employee, and it won't take a long time.

"So our terms and service procedures are still guided by Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services and also guided by Permenpan-RB Number 15 of 2014 concerning Public Service Standards," (Result of interview with Mr. Eri Erawan, date 07 June 2024).

Based on the results with employee elements at the Tanjungpinang Class I Detention Center, it can be concluded that services at this organization have been carried out in accordance with applicable laws and regulations.

#### ➤ *Elements of Interaction*

The meaning of this interaction element is that every government agency is formed to achieve goals. Namely, providing quality services and bringing satisfaction to the community.

From the results of this research, the researcher again analyzed the statements of interviews with community informants, namely Mr. Teddy Ridwan, showing that as members of the community, they considered that the employees at the Tanjungpinang Class I Detention Center were actually quite capable of carrying out their duties.

"But it's because my responsiveness is lacking. Because the employees are too indifferent and not friendly in serving the public. In terms of explaining the information to the public, I think it is sufficient because the information is posted clearly at the location of the announcement." (Interview results on 03 June 2024).

Based on responses from public informants regarding service satisfaction at the Tanjungpinang Class I Detention Center, the community considers that they are not satisfied with the services at the detention center, there are still many shortcomings, especially in the communication skills of the employees who provide services there, the absence of special

offers in providing services, the attitude of the employees as well. seems indifferent and unfriendly and notification of services in the form of service mechanisms is not made in the form of posters or banners attached to detention centers.

Responding to this, the Head of Prison Services, Mr. Deddy Win Hernandi, AMdIP, when interviewed regarding the Interaction Element, stated that in providing services, his party has tried to provide the best service to the community, it is certain that in providing services his party will always prioritize the interests of the community.

Meanwhile, based on the statement from the Key Informant, namely the Head of the Tanjungpinang Class I Detention Center, Mr. Eri Erawan, he reiterated that his party continues to strive to provide the best in public services, such as providing service procedures so that the public can easily understand the mechanisms in administering public services.

"In the standard operating procedures for services, the time and costs used to arrange services are also explained. We can ensure that there are no charges other than those provided for in the service procedures." (Interview results dated June 7, 2024).

Based on the findings above, it can be concluded that public services at the Tanjungpinang Class I Detention Center always strive to provide high-quality services for the community.

This effort is characterized by all work mechanisms and work procedures being carried out in accordance with applicable laws and regulations. However, the detention center also realizes that because there are still many shortcomings and inequalities, this service needs to be optimized and improved. Especially in terms of the attitudes and behavior of the employees.

#### ➤ *Emotional Elements*

This element is the affective dimension of service. The core of this fifth level is how we foster positive feelings in customers. Communicated feelings and emotions: Essentially what feelings we evoke in them.

This emotional element is born and is based on a person's feelings or attitude in reacting to a condition. Emotional is a typical feeling and thought, a biological, psychological state and a series of tendencies to act. Emotional is based on a person's feelings or attitude in reacting to a condition.

Quoting again from the interview results of the Head of Prison Services, Mr. Deddy Win Hernandi, AMdIP, regarding the Emotional Element. They have also tried to carry out their duties and functions well.

Likewise, in providing services to the community in accordance with the provisions and procedures that have been established, the party always provides explanations to people who do not understand the existing service mechanisms here.

This is in accordance with the results of previous research conducted by Zuchri Abdussamad, Arifin Rahir and I Kadek S Arsana in February 2021 with the title Analysis of the Level of Community Satisfaction in Public Services (Case Study: in North Gorontalo) stating that whether the service process provided is successful or not can known by measuring people's perceptions between needs and expectations (Kabu Khadka, 2017).

## V. CLOSING

### A. *Conclusion*

The conclusions from the research on Analysis of Community Satisfaction in Public Services at the Class I Tanjungpinang State Detention Center based on core service indicators, supporting service systems, technical performance, interaction elements and emotional elements can be categorized as not satisfied.

This is based on the results of research with community informants as parties who receive public services at the Tanjungpinang Class I Detention Center. In general, residents who visited and visited their families who were detained in the detention center stated that employees in providing services to the community did not reflect themselves as protectors of the community because they often behaved unfriendly.

The community also assesses that the capacity of Tanjungpinang Class I Prison employees to carry out their duties is still low, this is because not all employees fully understand the tasks assigned to them.

Based on the informants' responses, employees were quite clear in providing information regarding service requirements and procedures, but there were still informants who stated that employees were less able to provide information and seemed complicated.

### B. *Suggestions*

- It is hoped that the Head of the Tanjungpinang Class I Detention Center will evaluate the performance of his employees, especially employees who often act unfriendly in providing services to the community.
- Improve suggestions and infrastructure, especially infrastructure to support employee work, so that the implementation of tasks can be carried out optimally.
- It is hoped that Karutan will provide education and training to employees to learn the mechanisms of excellent service or professional service, so that employees can provide excellent and professional service to the public in accordance with service standards in Indonesia.
- It is hoped that Karutan will pay more attention to employee welfare, so that it can motivate employees to be enthusiastic about carrying out their duties.
- It is hoped that there will be innovations in public services at the Tanjungpinang Class I Detention Center, such as implementing online services for the community so that people who provide services do not need to come



directly to the detention center and can simply carry out the online system.

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