

THE APPLICATION CAPACITY BUILDING MODEL OF GOVERNMENT APPARATUS TO IMPROVE PUBLIC SERVICES QUALITY IN SOUTHEAST SULAWESI

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ABSTRACT

The title of this research: The Application Capacity Building Model of Government Apparatus to Improve Public Service Quality of Southeast Sulawesi. The research problems are: (1) How is the capacity building model of government apparatus of North Buton (2) How is the public services quality of North Buton. The aim of this study to find out and analyze the capacity building model of government apparatus of North Buton, Southeast Sulawesi Province and to analyze how the public services quality of North Buton, Southeast Sulawesi. This research is used a qualitative and comparative descriptive method, with techniques data collection through questionnaires, documentation, observation and interviews. The population of this research is Civil Servants who understood the capacity building model of government apparatus related with random sampling techniques, involved 129th samples including of 43th employees from each Department of Education and Culture of North Buton, Bombana and Kendari City. The informants of this research is Head, Secretary, Head of sub-Division and 5 Employees relevant from each of National Education Department. This research is using qualitative descriptive analysis to study and analyze the government apparatus capacity building variable to improving the public services quality of North Buton, Southeast Sulawesi. The results of the research expected to explain the description of the application capacity building model of government apparatus in public services quality improvement of North Buton, Southeast Sulawesi by comparing the Department of Education of North Buton, Bombana and Kendari.

Keywords: Capacity Building, Public Services Quality

BACKGROUND

The capacity building models of government apparatus is one of the strategic issues of development and implementation government, therefore on the constitution 17 of 2007 concerning National Long-Term development for 2005-2025 mandates the development of state apparatus through bureaucratic reform to improve the state apparatus professionalism and to achieved good governance at the state and regional Indonesia in order that to support others field development. Furthermore, the State Minister for empowerment of state apparatus (Menpan) provides guidance on strategic steps to develop government apparatus to be more efficient and effective to carried out tasks for government and national development. Civil Servants (PNS) are key leverage in Indonesian Reformation. So that the discussion on capacity building of government Apparatus today is very strategic and relevant, considering that the portraits of government apparatus/Civil Servants (PNS) today showing a poor picture, low professional level, optimal capability, authority misused, low achievement and productivity and discipline problematic employees, this condition has an impact on the low performance of civil servants to carried out their duties and obligations in serving . Therefore,

the government apparatus/Civil Servants still needed to develop their capacity to show good performance of his services.

The fact shows that there are many costs/funds, resources, time and energy which used to carried out the capacity building education and training (Diklat), in order that that the apparatus is expecting able to work better, develop, high performance, have a good principles governance internalized and practiced as daily bureaucratic attitudes and behaviors have not yet materialized. Several factors can be influence the occurrence of these conditions, the type and frequency of the training, the suitability of education and training Apparatus with work requirements and the provision of equal opportunities to government Apparatus. From the explanation above, it can be seen that the research of Capacity Building of Government Apparatus an any various problems and strategic will determine the continuity of the government development and implementation, therefore this research also intends to examine and explore these problems focus on Capacity Building of Regional Government Apparatus.

Based on the facts above, the writer interest in conduct the research by taking the topic of discussion on “The Application Capacity Building Model of Government Apparatus to Improve Public Service Quality of Southeast Sulawesi.

Research Questions

Based on the background above, the research questions in this study are:

1. How is the capacity building of apparatus government of North Buton, Southeast Sulawesi?
2. How is the public services quality of North Buton, Southeast Sulawesi?

Objective of Study

The objectives of this research is to answer the fundamental problems of research are:

1. To define and analyze the capacity building of government apparatus at the North Buton, Southeast Sulawesi.
2. To define and analyze the public services quality at the North Buton, Southeast Sulawesi.

LITERATURE REVIEW

The defenition of Capacity Building of governance as “*the extent to which they (staff) demonstrate concrete contributions to personal, organizational and community development*” (Janet L. Finn & Barry Checksoway, 1998: 4). In a narrower sense of Brinkerhoff (1996: 7) defines “*capacity building refer to education and training in particular skills*”. The capacity building approach which aims to strength the ability of humans in order that determine useful of his self, his life priorities and to organize ability for usefull changes of his future (Eade, 1997: 23). Capacity building essentially a series strategy which chosen by an institution to increase the efficiency and effectiveness of its functions.

According to Brown(2001: 25)capacity building is process that can improve a person's ability, an organization or system to achieve stated goals. Morison (2001: 42) sees capacity building as a process of doing something, or a series of movement, changes level within individual, groups, organizations and systems in order to strength individual and organizational adaptability so that they can be responsive against existing environmental changes.

According to Riyadi Soeprapto (2006: 16) the levels of capacity Building can be stated as follows:

- 1) System level, such as a framework relating to arrangements, policies and basic conditions that support the achievement of specific policy objectives;
- 2) Institutional or overall unit levels, examples of organizational structure, decision-making processes within the organization, procedures and mechanisms of work, arrangement of facilities and infrastructure, relationships and organizational networks;
- 3) Individual levels, for example individual skills and requirements, knowledge, behavior, work groupings.

Within theories implement or not, capacity building is very dependent which implement and opportunity of human factors or access to implement it. Humans within bureaucracy must be encouraged to have motivation or have willingness and ability to implement it. Humans must also be given access or opportunity to implement it. Theories says willingness, ability and opportunity have a role in achieving goals and performance (Blumberg & Pringle) in Kumorotomo (2010: 22).

Service Quality is the difference between the expectations and reality of they receive service it. Service Quality can be known by comparing people's perceptions of the services they actually receive and the actual service of they expect. Service quality is the main thing that is seriously considered by the organization, which involves all the resources that the organization has. The definition of service quality is centered on fulfilling the needs and desires of the community as well as the accuracy of delivery to balance the expectations of the community. According to Boediono (2003:60) that services is giving assistance to the others with certain way within needed of sensitivity and interpersonal relationship to create satisfaction and success. According to Gie (1993: 105) defining service is an activity in an organization or agency that is carried out to practice and devote itself to the community.

According to Moenir (2002: 88-127) there are several main problems from the services provided to the community, the factors effect of service are:

- 1) Polite behavior
- 2) Delivery method
- 3) Delivery fast time
- 4) Friendliness

There are five dimensions of quality services according to Parasuraman in Lupiyoadi (2006: 182), namely:

- 1) Tangibles, or physical evidence is ability of the organization to show its existence to external parties. What is meant is that the appearance and capabilities of the organization's physical facilities and infrastructure and the state of the surrounding environment are concrete evidence and services provided.
- 2) Reliability is the ability of the organization to provide services that are promised accurately and reliably.
- 3) Responsiveness is a willingness to help and provide prompt and appropriate service to the community, with clear information.
- 4) Assurance and certainty, namely knowledge, courtesy, and the ability of organizational employees to foster trust in the community. Consists of several components including communication, credibility, security, competence and courtesy.
- 5) Empathy, which is to give genuine and individual or personal attention given to the community by trying to understand the wishes of the community. For example, the organization must know the wishes of the community specifically from the physical form of the product or service to the proper distribution.

RESEARCH METOD

The location of this study was in the Department of Education in Southeast Sulawesi, which was represented by several Regencys, namely North Buton, Bombana and Kendari, with the object of research being employees in the related agencies which certainly had a direct relationship with the capacity building of government apparatus.

The population of this research improve the service of capacity Building at the Department of Education and Culture of North Buton, Bombana and Kendari. Methodologically, sample determination uses random sampling techniques. In terms of 129 employees who were used as samples from each research location, the details were 43 employees at State Minister for Youth and Sports Affairs of Kendari, 43 employees at the Department of Education and Culture of Bombana, and 43 employees at the Department of Education and Culture of North Buton. For supporting questionnaires data from respondents, research informants are also needed to strength the collected data. The informants of this research are The Head, Secretary, The Head of Subdivision of Human Resources & General Affairs, and 5 employees that relevant of each Department of Educations.

The techniques of this research used 1) questionnaires, namely questionnaires to all respondents of the research. 2) interviews, the writers conducted question and answer directly to the research informants as a complement to the data generated from the questionnaire about the model of capacity building of apparatus government to improve the quality of public services and documentation. namely collecting data by examining data that has been documented by the relevant agencies.

Data Analysis Technique

The writer used descriptive qualitative methods in analyzing data. Data obtained through interviews in this study were analyzed using qualitative descriptive analysis, namely by means of data obtained from interviews with informants thoroughly criticized. Interview data in research is the main data source which is the material of data analysis to answer research problems. Data analysis begins with conducting in-depth interviews with informants. After conducting the interview, the writer made a transcript of the results of the interview by playing back the recording of the interview then writing the words that were in accordance with what was in the recording. After the researcher writes the results of the interview into the transcript, the writer then makes data reduction by means of abstraction, which is taking data that is in accordance with the context of the research and ignoring unnecessary data. Then the analysis is done by comparing variables for different samples.

DISCUSSION

North Buton is one of the regency areas in Southeast Sulawesi which is located \pm 95 km from Kendari. The North Buton Office is located on Bumi Sara Ea Burangga, Waode Angkalo Sub-regencies, Bonegunu. North Buton consists of 6 sub-regencies. The area of North Buton is 1,923.03 km² or 4.899% of the land area of Southeast Sulawesi. The area of sub-regencies is also very diverse.

Department of Education and Culture of North Buton was formed based on the Decree of North Buton Regent Number 3 of 2008 concerning the Guidelines for Establishing Department of Education and Culture of North Buton. The Department of Education and Culture of North Buton is one of the technical institutions that has a role to exercise the authority of regional autonomy in the education sector. The Department of Education and

Culture of North Buton is led by a Head of Service with 43 personnel. Carrying out the main tasks of the Functions and Authority, always guided by the applicable invitation rules and Regulations to realize the Vision and Mission the Department of Education and Culture of North Buton.

Position, Main Tasks and Functions the Department of Education and Culture of North Buton

Department of Education and Culture of North Buton based on the Decree of The Regent of North Buton, is a Regional Office of Work Unit (SKPD) that functions and has the duty to Carrying out regional autonomy in the field of education of one technical institution which has a role in carrying out the tasks of The Department of Education and Culture of North Buton. The objectives will be formulated even though the targets are based on the results of the analysis of the current situation. However, the target must still refer to the Vision and Mission and the Purpose of the Office as a source of understanding for the formulation of targets must be written. Based on the documentation and observations made by writers at Department of Education and Culture of North Buton, they have set the vision as stated in the Office Strategic Plan "Optimization of Advanced and Independent Human Resource Education Services". Facilitator is Department of Education and Culture of North Buton as an agency that facilitates the physical Building process of incoming proposals, Application of Building (agencies and partners) and funders both in planning, implementing and monitoring Building by involving stakeholders. While as a dynamic is the Department of Education and Culture of North Buton as the driving agency in the field of physical and non-physical Building which always develops according to the needs and aspirations of the community. To achieve or realize the vision mentioned above, a mission from Department of Education and Culture of North Buton has been prepared by implementing the steps of the activities to be carried out in accordance with the Autonomy as follows:

1. Improve the quality of program Application and Building.
2. Improve the quality of the results of program and Building Application.
3. Encouraging community participation in Building.
4. Providing excellent service to the community.

The State of Employees at the Department Youth and Sports of Kendari and Department of Education and Culture Bombana and North Buton

In an effort to achieve optimal performance, the position of employees as human resources is very strategic, because employees are movers, actors and managers of all organizational plans and work programs. No matter how sophisticated the concept of planning is, without the support of the ability of the executive staff, success will be difficult to realize optimally. The ability of employees (human factors) in the organization will determine the success of achieving the goals of an organization.

1. The State of Employees according to Gender
2. The State of Employees according to Education Level
3. The State of Employees According to Working Period
4. State of Employees According to Age
5. State of Employees According to Groups

Facilities and Infrastructure

Based on data obtained from the Department of Youth and Sports Education of Kendari, the Department of Education and Culture of Bombana and North Buton, the work facilities and infrastructure owned showed the supporting facilities and infrastructure the Department of

Youth and Sports Education of Kendari, Department of Education and Culture Bombana and North Buton are sufficient in supporting organizational tasks. But a long time, the supporting facilities and infrastructure must always care so that the Application of organizational tasks in the future is going well.

Capacity Building Employees

Employee capacity Building is a process by which employees in an organization as a whole issue, strength, create, adapt and maintain their abilities over time. The following is an explanation of the dimensions of employee capacity building.

1) Knowledge

Capacity Building employees begins of developing knowledge possessed by employees in the organization. Knowledge is an increase in the level of intelligence, general knowledge and intellectual employees..

2) Skill

In addition to good knowledge, an employees must have good skills so that his capacity as an employees can be developed. Skills are an increase in the level of creativity, as well as basic abilities that can be honed through training and work experience.

Quality of Public Services

Quality services is a level of excellence that someone feels towards a service that is expected from a comparison between the desires and performance felt by the community after buying and using the goods or services. In this study, service quality refers to the opinion of Tjiptono (2002: 58) which states that service quality consists of speed, accuracy, friendliness, and comfort. The description of service quality is as follows:

1. Speed. Employees at the Department of Youth and Sports Education of Kendari, the Department of Education and Culture of Bombana Regency and North Buton Regency are quite fast in providing services to the community. This can be seen from the speed of service and responsiveness of employees who have been considered quite good. If this continues to be maintained, in this case is fast service and alertness in service, it will have a positive impact on the quality of service at the Department of Youth and Sports Education of Kendari, Department of Education and Culture of Bombana and North Buton.
2. Accuracy is a service that is in accordance with the target to be achieved by the organization. The accuracy of demonstrating the ability of employees in carrying out their duties in this case is to provide services to the community.
3. Friendliness. Friendliness is a service that is given in a friendly and sincere manner. Friendliness employee is a guarantee of work carried out accordance with the rules and regulations of the leadership in this case the knowledge and politeness of employees and their ability to generate trust and confidence in an organization. So friendliness is an important thing that must be considered by employees in improving the quality of services provided to the community. Friendliness service is one of the important factors in improving service quality. Friendliness services are polite, friendliness, and respectful behavior among service providers and service recipients. The employees at the Department of Youth and Sports Education of Kendari, Department of Education and Culture of Bombana and North Buton gave a trusted services so that the providing services to the Community can get a higher quality.
4. Convenience. Employees at the Department of Youth and Sports Education of Kendari, the Department of Education and Culture of Bombana and North Buton have facilities and infrastructure that are able to make the community comfortable. Nevertheless, the

maintenance of existing facilities and infrastructure is an important issue that needs to be evaluated by the leadership. So that in the future, maintenance of facilities and infrastructure can be done regularly and routinely.

CONCLUSIONS AND SUGGESTIONS

The researchers gave some conclusions as follows:

- 1) Capacity Building in the Department of Youth and Sports Education of Kendari, Department of Education and Culture of Bombana and North Buton in general is in a fairly good category. Viewed from the dimension of knowledge, employees have good knowledge about knowledge of service procedures. This also has an impact on the technical knowledge of services by organizational employees, making it easier to provide services to the community. In addition, from the skill dimension, employees have good administrative, managerial and social skills. But the technical skills in the category are not good.
- 2) The quality of public services at the Department of Youth and Sports Education of Kendari, the Department of Education and Culture of Bombana and North Buton in general can be said high quality. This is indicated by the ability to provide fast service to the community, ready to provide services, be friendly in providing services, adequate workplaces, and the state of facilities and infrastructure in good condition. Although there are still some shortcomings, namely the reliability of the apparatus in doing work as instruction is still in a fairly good category.

The suggestions of this research as follow:

- 1) To improve the capacity building of government apparatus is need to be develop the skills, especially those concerning managerial and technical skills. In order that the apparatus is not awkward when faced with technical and managerial problems.
- 2) To improve the quality of service at the Department of Youth and Sports Education of Kendari, Department of Education and Culture of Bombana and North Buton, needs to improve the reliability of the apparatus. Beside of that there are still apparatuses who still cannot be relied upon in doing work.

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