



SERVICE QUALITY OF INFORMATION AND DOCUMENTATION MANAGEMENT OFFICERS (PPID) AT THE COMMUNICATION, INFORMATICS AND CRYPTOGRAPHY OFFICE OF NORTH BARITO REGENCY

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Abstract

This paper aims to explain how the Service Quality of Information Management and Documentation Officials (PPID) at the Communication, Information and Encryption Office of North Barito Regency and what factors affect Service Quality. The type of research used is a qualitative approach. Methods of data collection using interview techniques and documentation. From the results of the research conducted, it can be seen that the measurement results in 5 (five) dimensions of Service Quality for Information Management and Documentation Officials (PPID) at the Communication, Information and Encryption Office of North Barito Regency, are overall quite good. Tangible dimension (Direct Evidence) shows that the appearance of employees in serving is quite good, but there are a few challenges in the facilities and infrastructure, namely a small work space, but this is not an obstacle in optimizing the quality of services provided. Responsiveness dimension (Responsiveness) shows that fast service in providing services to the community has been carried out well, but there are few challenges related to the lack of employees in managing information and documentation, but this is not an obstacle in optimizing the quality of services provided. Assurance dimension (Guarantee) shows that security in service and the courtesy of employees has been carried out quite well. Empathy dimension (Empathy) shows that the means of communication and employee attention to customers/visitors have been implemented quite well. Reliability dimension (Reliability) shows that the accuracy of employees when serving is quite good, this can be seen from the absence of errors and complaints in providing services.

Keywords: Service Quality, Information Management and Documentation Officer (PPID), North Barito Regency.

INTRODUCTION

Quality public services are a shared responsibility between the government and the community, because getting satisfactory services is a community right that must be fulfilled by the government, and providing quality public services that can satisfy all parties is an obligation and responsibility of the government. Public service itself can be understood as a series of activities in the context of fulfilling service needs in accordance with the laws and regulations for every citizen for goods, services and administrative services provided by public service providers (Heiskala et al., 2016; Vogt et al., 2013; Wise et al., 2012).

In addition, public services can also be interpreted as a form of service activity carried out by government agencies as an effort to meet the needs of the community, government agencies and legal entities as well as implementing the provisions of laws and regulations. These activities are carried out by officials, employees, officers, and everyone who works within the organizing organization in charge of carrying out an action or series of public service actions (Aziz et al., 2015). The scope of public service itself includes public goods and public services as well as administrative services regulated by legislation (Beekman et al., 2014).

Public services regulated in Law no. 25 of 2009 concerning Public Services is intended to provide legal certainty in the relationship between the community and the organizers of public services. In addition, it aims to create clear boundaries and relationships regarding the rights, responsibilities, obligations, and authorities of all parties related to the implementation of public services (Richardson et al., 2013; Sawitri & Febrian, 2018). Another objective is to realize a proper system of public service delivery in accordance with the general principles of good governance and corporations; in order to fulfill the implementation of public services in accordance with the laws and regulations; and for the realization of legal protection and certainty for the community in the implementation of public services (Mulyono et al., 2018).

Law No. 25 of 2009 concerning public services also states that the implementation of public services is obliged to implement public service standards, including the disclosure of public information. However, in its implementation, not all government agencies, both central and regional, have implemented it. As a form of public service, public information disclosure is one of the things that is required to be provided properly to achieve the success of the quality of public services.

Openness of public information in government agencies, both central and regional become part of the demands of the constitution that serves as a medium for accountability of every public body in the implementation of activities and government. Presence Number 14 of 2008 concerning Public Information Disclosure as a product of reform, it is based on that information is a human need that occupies an equal position with other basic needs and information is part of the public's right.

Government Regulation Number 61 of 2010 requires every Ministry, Institution and Local Government as a government public institution to implement, the establishment of Information Management and Documentation Officers (PPID). Meanwhile, the Regency-City government adjusts as needed if deemed necessary, and can also form a PPID as a door for implementing public information disclosure.

Based on Law Number 14 of 2008 concerning Public Information Disclosure and its implementation through Government Regulation Number 61 of 2010 in general terms it is explained that the Information Management and Documentation Officer (PPID) is the official responsible for the storage, documentation, provision, and/or information services in public bodies.

PPID is tasked with and on behalf of public institutions or institutions that manage, provide, service and document public information, as the frontline of any public agency or institution in providing information services to the public. The aim is to realize good and responsible governance (good governance).

As for ensuring the implementation of public information disclosure, it is necessary to ensure the existence of PPID or PPID Assistant in regional apparatus organizations, so that there is clarity of duties in terms of coordinating the collection of all public information controlled by each work unit and coordinating the provision and service of public information through announcements and or requests and what is certain is of course to avoid dualism or overlap in its management.

Currently, within the Central Kalimantan Provincial Government, there are still differences of opinion on the authority of PPID's duties and responsibilities, on the one hand, arguing that the duties and responsibilities of PPID are in the Public Relations Bureau/Section, but on the other hand, the opinion lies with the Provincial Communication, Information, Encryption and Statistics Office. These differences are of course legitimate because each has a clear legal basis.

But if you follow the provisions that explain where the PPID is, then at this time the duties and responsibilities of the PPID should be with the Provincial Communications, Information, Encryption and Statistics Office. This can be seen based on the Letter of the Minister of Home Affairs of the Republic of Indonesia Number 188.2/3435/SJ, dated August 23, 2010 concerning the Implementation of Law Number 14 of 2008 concerning Openness of Public Information. In accordance with the provisions of the letter, it is stated that the duties and authorities of the PPID, which is one of the communications and informatics affairs that are spread across regional apparatuses, should be returned to the Office in charge of communications and informatics.

Currently within the North Barito Regency Government, the North Barito Regency Communication, Information and Encryption Service is a regional apparatus organization that has the main authority as PPID for managing information and documentation in North Barito Regency. However, in its implementation, there are still several problems, including: The duties of the Information Management and Documentation Officer (PPID) in North Barito Regency have not been fully implemented where there should be 34 OPDs and Sub-districts that already have an Information and Documentation Management Officer (PPID) Decree but in the realization is only 5 (five) regional apparatus organizations that already have PPID decrees, namely: RSUD, Health Service, BKPSDM, Public Works Service, and Information and Encoding Communication Service as Main PPID and Supporting PPID.

Furthermore, there is no public information data on regional apparatus that already has a PPID SK contained in ppid.baritoutarakab.go.id, therefore public information presented as a form of service to the public is not optimal, so far only 123 documents are on the platform. ppid.baritoutarakab.go.id.

Furthermore, public information related to activity documents for each OPD on the ppid.baritoutarakab.go.id platform is also incomplete, besides that there has been socialization related to PPID to each OPD and District, and there has also been no socialization related to PPID to the public/ the people of North Barito Regency where information and documentation should be accessible to find out the performance results of each regional apparatus.

Quality public services must be able to give satisfaction to the community and must also be beneficial to the image of the government apparatus itself through the quality of services provided. Given the increasing importance of service quality, public organizations are required to meet the needs and demands of the public, including the disclosure of information and

documentation to the public, so that service products to the public can be felt by everyone when needed in adequate quantities and quality.

Based on the description in the background of the problem above, the authors are interested in conducting research with the title "Service Quality of Information Management and Documentation Officers (PPID) at the Communication, Information and Encryption Service Office of North Barito Regency".

RESEARCH METHODS

Sampling Types and Techniques

This study uses a qualitative approach. According to Moelong (2012) Qualitative research aims to reveal in-depth facts from a research subject, such as actions, perceptions, behaviors, motivations, and others in a holistic manner, and in a descriptive way, namely by being described or explained in the form of words or language using various scientific methods. The sample was determined by purposive sampling technique, while the data sources were obtained from informants and documentation.

Data source

Informants in this study included the Head of the Department of Communication, Information and Encryption, North Barito Regency; Head of Information and Public Communication; Section Head of Resources and Public Information Services; and the public who use the Public Service of the Office of Communication, Information and Encryption. Then technical documents are used to obtain data through written materials in the form of regional regulations, local government policies, report materials and other relevant archives in the context of renewal and development to improve the quality of public services.

Research Instruments

Research Instruments on Regional Regulation Number North Barito Regency Regional Regulation Number 7 of 2009 concerning the North Barito Regency Communication, Information and Encryption Service, the main instrument is the researcher himself, with tools in the form of interview guidelines, namely a number of structured or unstructured questions if deemed necessary to obtain the required information from the respondent.

Data Collection and Analysis Techniques

In collecting this research data, literature study was used, research on documents, observations, and interviews with government informants and research resource persons in the work environment of the Communication, Information and Encryption Office of North Barito Regency, target groups, and non-target groups. relevant to the research problem. The types of data collected are primary data and secondary data. Data were collected through interviews and observations.

Primary data were obtained through in-depth interview techniques and structured interviews to obtain a detailed and in-depth explanation of the Service Quality of Information Management and Documentation Officials (PPID) at the Communication, Information and Encryption Office of North Barito Regency, Documentation and Libraries. While secondary data obtained through observation. Observation can be interpreted as observing and recording the phenomenon under investigation. In this study, observations were made directly on places and events related to the research variables.

The data analysis technique in this study uses an interactive model of analysis (interactive model of analysis). In this interactive analysis model, the researcher moves on three components, namely data reduction, data display, and concluding drawing (Miles & Huberman, 1992).

RESULTS AND DISCUSSION

Service Quality of Information Management and Documentation Officials (PPID) at the Communication, Information and Encryption Office of North Barito Regency

The service quality of the Information Management and Documentation Officer (PPID) at the North Barito Regency Communication, Information and Encryption Service as part of public services should be implemented properly, as a form of success of the public service itself. Therefore, to find out how far the Quality of Service of Information Management and Documentation Officials (PPID) at the Communication, Information and Encryption Office of North Barito Regency is currently.

Researchers use the five dimensions of public service quality proposed by Parasuraman, et al., (1988) Tangible (Direct Evidence), Responsiveness (Responsiveness), Assurance (Assurance), Empathy (Empathy), Reliability (Reliability). In addition, the researchers also examined what were the obstacles faced by the Information Management and Documentation Officer (PPID) at the Communication, Information and Encryption Office of North Barito Regency.

1. Tangible (physical evidence)

According to Parasuraman et al. (1985) to determine the quality of public services is to look from the point of Tangible (Direct Evidence). According to Febrina (2020); Saputra (2021) physical evidence includes physical facilities, equipment, employees and means of communication. If this dimension is felt by PPID representatives, all SKPD as service users are good, then each PPID will judge it good and vice versa if this dimension is perceived by PPID as bad, it will judge badly and will not be satisfied with the services provided by employees. So to measure Tangibles in an effort to determine the Service Quality of Information Management and Documentation Officials (PPID) at the Communication, Information and Encryption Office of North Barito Regency, it can be measured through the following indicators:

a. Appearance of employees in serving

Appearance is a form of one's self-image, as well as a means of communication between one person and another, appearance is also a form of customer service that needs to be observed and addressed comprehensively (Hardiansyah, 2018; Sembiring, 2021). Based on the results of interviews with Mr. Mujiburrahman, S.Sos, M.IP. (Head of Information and Public Communication) regarding the appearance of employees in serving, explained that:

"The appearance of the employees is neat, because they are wearing official clothes in accordance with the Regulation of the Regent of North Barito No. 21 of 2015 concerning Civil Service Service Clothing in the Communication and Information Office of North Barito Regency, and in my opinion the official clothes are neat clothes and also polite because it is closed and not strict. (Interview on May 23, 2022 at 09.35 WIB).

In line with this explanation, the same thing was also expressed by the results of an interview with Mr. Andi, S.ST. (Head of Public Information Resources and Services Section), regarding the appearance of employees in serving, which states that:

"In my opinion, the appearance of the employees here is good and polite, seen from the neat clothes and according to the SOP that has been mutually agreed upon, does not show body curves and is in accordance with the clothing model that has been set for Civil Servants". (Interview on 23 May 2022 at 11.00 WIB).

The same thing was also expressed from the results of an interview with Mr. Sugiannor (Community/Public Service Recipients), regarding the appearance of employees in serving, which stated that:

"I think the appearance of the employees is good, judging from the neat clothes and it is in accordance with the employee SOP, not strict with a simple model according to the dress code for civil servants". (Interview on May 24, 2022).

The appearance of employees in providing services is very good in accordance with service operational standards in providing services to the community, where appearance is a form of self-image of an employee, as well as a means of communication between one person and another, because appearance is also part of a form of service to the community. which need to be carefully considered.

Overall, based on the results of the interviews, it can be concluded that the performance of the Information Management and Documentation Officer (PPID) at the Communication, Information and Encryption Service of North Barito Regency can be said to be quite good, it can be seen from how the employees appear in serving the community.

b. Facilities and infrastructure

Facilities and infrastructure are important factors in the process of creating quality services for an agency, for example, if there is insufficient equipment in an office, it will affect the service.

Based on the results of interviews with Mr. Mujiburrahman, S.Sos, M.IP. (Head of Information and Public Communication) regarding facilities and infrastructure, explained that:

"Information and Documentation Management Officer (PPID) Service Facilities and Infrastructure at the North Barito Regency Communication, Information and Encryption Service currently have a few obstacles, namely the small room is only 5x6 meters, therefore it is necessary to expand the room". (Interview on May 23, 2022 at 09.35 WIB).

Based on the results of interviews with Mr. Andi, S.ST. (Head of Public Information Resources and Services Section), regarding facilities and infrastructure, is of the opinion that:

"In my opinion, the facilities and infrastructure still do not support satisfaction, but in terms of completeness it is equipped with AC, CCTV, and TV". (Interview on 23 May 2022 at 11.00 WIB).

Facilities and infrastructure are important factors in the process of creating quality services for an agency, service facilities and infrastructure at the Department of Communication, Information and Encryption of North Barito Regency currently have a few problems, namely the relatively small room, but from the side the completeness of the equipment is quite complete, so in the future it is hoped that there will be an expansion of the room to be able to provide more optimal services.

Overall, based on the results of existing interviews, it can be concluded that the facilities and infrastructure at the Department of Communication, Information and Encryption of North Barito Regency can be said to have not been able to support optimally, it can be seen from the existence of a small workspace, but in terms of equipment completeness is quite complete. However, the existing problems are not an obstacle in optimizing the quality of the services provided.

2. Responsiveness

According to Parasuraman et al. (1985) responsiveness or responsiveness is the desire of the staff to help customers and provide responsive service and create fast and appropriate services. According to Nur (2017); Marande (2020) the speed of service provided is a responsive attitude from employees in providing the services needed. This responsive attitude is related to the sense and way of thinking of employees shown to the community. To find out the responsiveness (responsiveness) of the Information Management and Documentation Officer (PPID) at the Communication, Information and Encryption Office of North Barito Regency, it can be measured through the following indicators:

a. Fast Service

Fast service is a process of meeting needs through the activities of others directly and solving problems as quickly as possible. Service users will feel happy if service employees go through the service process quickly, if there are very few employees there are only one or two employees it will affect the acceleration of service and the service process will take a little longer. Based on the results of an interview with Mr. H. Mochamad Ikhsan, AKS., (Head of the Communication, Information and Encryption Office of North Barito Regency), regarding fast service, stated that:

"I think the service provided by employees is fast enough, because it is still in less than 60 minutes, but there are still problems with the number of employees who are still lacking in Information Management and Documentation because there are only 2 employees who become PPID". (Interview on 23 May 2022).

In line with what was previously stated, Mr. Mujiburrahman, S.Sos, M.IP. (Head of Information and Public Communication) also stated the same thing regarding fast service, that:

"The services provided to them are quite fast with service times ranging from 15 to 60 minutes, but the drawback is the lack of employees in managing this Information and Documentation". (Interview on 23 May 2022).

The same thing was also expressed from the results of an interview with Mr. Saleh Purwanto, SE (Community Leader/Secretary of Karang Taruna, North Barito Regency), regarding the fast service, which stated that:

"We can feel that the services provided to the community regarding information disclosure are quite fast, for example today we need information on youth organization data, in just 10 minutes we have got the complete data". (Interview on 02 October 2022).

Overall, based on the results of existing interviews, it can be concluded that the fast service at the Department of Communication, Information and Encryption of North Barito Regency can be said to be quite good, but there are still some obstacles in it, namely the lack of employees in

managing information and documentation, but this is not become an obstacle in optimizing the quality of services provided.

3. Assurance

According to Parasuraman et al. (1985) covers the knowledge, ability, courtesy and trustworthiness of the staff, free from danger, risk or doubt. According to Ariantoet al. (2021) guarantee is a protective effort that is presented to the public against risks which if the risk occurs will cause disruption in the normal structure of life. So to measure the dimension of assurance (guarantee) in an effort to determine the Quality of Service of Information Management and Documentation Officials (PPID) at the Communication, Information and Encryption Office of North Barito Regency, it can be measured from the following indicators:

a. Security in service

Security at the time of service is a very important thing to do in a government agency, because people will feel safe when the service process takes place and if a government agency does not maintain security, service users will feel anxious and full of doubts.

Based on the results of an interview with Mr. H. Mochamad Ikhsan, AKS., (Head of the Communication, Information and Encryption Office of North Barito Regency), regarding security in services, explained that:

"The level of security at the Information and Documentation Manager (PPID) at the North Barito Regency Communications, Information and Encryption Service is quite safe, because it is clear that the service room has several security guards who are on guard every day, so service users do not need to worry, besides that it is also equipped with CCTV. and the ppid.baritoutarakab.go.id platform already has a strong level of security, so it is not easy to be hacked by irresponsible people". (Interview on 23 May 2022).

In line with this explanation, the same thing was also expressed by the results of an interview with Mr. Andi, S.ST. (Head of Public Information Resources and Services Section), regarding security in services, which revealed that:

"In terms of security, I think the level of security is unquestionable, because there is security near the Information and Documentation Management room and the ppid.baritoutarakab.go.id platform will not be able to be hacked by irresponsible people". (Interview on 23 May 2022).

The same thing was also revealed from the results of an interview with Mr. Mujiburrahman, S.Sos, M.IP. (Head of Information and Public Communication) also stated the same thing regarding security in services, that:

"The level of security here is quite safe, because the room is under surveillance by officers/security and CCTV, besides the ppid.baritoutarakab.go.id platform already uses a high level of security". (Interview on 23 May 2022).

Based on the results of interviews and observations in the field, it can be concluded that judging from the security indicators the service area is already safe because there is already security guarding around the service room and the ppid.baritoutarakab.go.id platform will not be able to be hacked by irresponsible people.

Overall based on the results of existing interviews, it can be concluded that security in services at the North Barito Regency Communication, Information and Encryption Service can be said to be quite good, it can be seen from the service room which is always monitored by security officers and CCTV, in addition to the ppid platform. baritoutarakab.go.id already uses a high level of security.

b. Courtesy of employees

The politeness of the employees of an agency must be maintained so that the people served are satisfied with the services provided.

Based on the results of an interview with Mr. H. Mochamad Ikhsan, AKS., (Head of the Communication, Information and Encryption Office of North Barito Regency), regarding the politeness of the employees, explained that:

"The courtesy of the Information Management and Documentation Officer (PPID) at the North Barito Regency Communication, Information and Encryption Service when serving is quite good, because they are friendly and polite in terms of speaking and behaving." (Interview on 23 May 2022).

The same thing was also revealed from the results of an interview with Mr. Mujiburrahman, S.Sos, M.IP. (Head of Information and Public Communication) also stated the same thing regarding the courtesy of employees, that:

"In terms of manners, all the employees are polite and good, it is proven when serving the employees, they are smiling and patient when serving." (Interview on 23 May 2022).

In line with what was previously stated, Mr. Andi, S.ST. (Head of Public Information Resources and Services Section), regarding the courtesy of the employees, also argues that:

"In terms of politeness, the employees are very polite in providing all forms of service to service users/visitors". (Interview on 23 May 2022).

The same thing was also revealed from the results of an interview with Mrs. Hj. Elly Sukaisih (Community Leader/Lemo II Village Head), regarding the politeness of the employees, that:

"The politeness of the employees in providing services to the community I feel is quite good, all the employees who serve are friendly and full of manners." (Interview on 02 October 2022).

Overall, based on the results of existing interviews, it can be concluded that the politeness of the employees at the North Barito Regency Communication, Information and Encryption Service can be said to be quite good, it can be seen from the courtesy of the Information Management and Documentation Officer (PPID) at the Communication, Informatics and Information Office. The coding of North Barito Regency is both from speaking and acting in providing services to the community.

4. Empathy

According to Parasuraman, et al., (1985) empathy is the ease in making good communication relationships, personal attention, and understanding customer needs. To measure the dimension of empathy (empathy) in an effort to determine the Service Quality of Information Management

and Documentation Officials (PPID) at the Communication, Information and Encryption Office of North Barito Regency, there are several indicators including:

a. Communication means

Communication facilities are all means used to produce, distribute or disseminate and also convey information (Gogali et al., 2020; Rosidin & Hamid, 2020). Based on the results of interviews with Mr. Mujiburrahman, S.Sos, M.IP. (Head of Information and Public Communication) regarding means of communication, explained that:

"The way of delivering words and also the tone of the staff's reading here is good, seen from the words in a soft tone, besides that the employees are also friendly and the ppid.baritoutarakab.go.id platform is easy to understand regarding the features in it". (Interview on 23 May 2022).

In line with this explanation, the same thing was also expressed by the results of an interview with Mr. Andi, S.ST. (Head of Public Information Resources and Services Section), regarding the means of communication, who revealed that:

"In terms of delivering information, I think the employees here are good, because the employees are friendly and smiling and the ppid.baritoutarakab.go.id platform is quite good and easy to understand". (Interview on 23 May 2022).

Overall, based on the results of existing interviews, it can be concluded that the means of communication at the North Barito Regency Communication, Information and Encryption Service can be said to be quite good, it can be seen from the delivery of information for the Information Management and Documentation Officer (PPID) at the Communication, Informatics and Information Office. The North Barito Regency code is very good in providing services to the community, besides the features contained in the ppid.baritoutarakab.go.id platform are easy for the public to understand.

b. Employee attention to customers/visitors

One of the principles in preparing service quality is the attention of officers to customers. Based on the results of interviews with Mr. Mujiburrahman, S.Sos, M.IP. (Head of Information and Public Communication) regarding employee attention to service recipients, explained that:

"When the service has been provided, don't forget our employees give a smile to the service recipients, as a sign that employees pay more attention to service recipients, our officers are required to provide an explanation in advance to customers/visitors about the services they will receive". (Interview on 23 May 2022).

In line with this explanation, the same thing was also expressed by the results of an interview with Mr. Andi, S.ST. (Head of Public Information Resources and Services Section), regarding the employee's concern for service recipients, who revealed that:

"In terms of attention to service users, very attentive to visitors and the ppid.baritoutarakab.go.id platform is very easy to understand". (Interview on 23 May 2022).

The same thing was also revealed from the results of an interview with Mr. Rusihan, S.Pd. (Community Leader/Camat Lahei), regarding the employee's concern for service recipients, who revealed that:

"For the attention given by the employees in providing services to the community, I feel very good, all the employees who serve are very concerned about the people who ask for information services"(Interview on 03 October 2022).

Overall based on the results of existing interviews, it can be concluded that the attention of employees to customers/visitors at the North Barito Regency Communication, Information and Encryption Service can be said to be quite good, it can be seen from how the Information Management and Documentation Officer (PPID) at the Communications Service, Informatics and Encoding, North Barito Regency has given good attention to the service recipient community, as an ease in making good communication relations with service users, personal attention, and understanding the needs of customers.

5. Reliability (reliability)

According to Parasuraman et al. (1985) reliability is the ability to provide the promised service immediately, accurately and satisfactorily. According to Saputra et al. (2019) the reliability of employees in providing services greatly helps the community in receiving services quickly and easily. Reliability can be seen from the accuracy in serving, and the expertise of employees in using tools in the service process.

Reliability is the ability to provide the promised service promptly, accurately and satisfactorily. To measure the dimensions of reliability (reliability) in an effort to determine the Quality of Service of Information Management and Documentation Officials (PPID) at the Communication, Information and Encryption Office of North Barito Regency, it can be measured by the following indicators:

a. Employee accuracy when serving

The accuracy or thoroughness of employees in serving service users is very important in the service process. If employees are not careful in serving, mistakes will occur and create new jobs. From the employee's inaccuracy, it will lead to new jobs that should not be done by employees, the impact will give a bad impression in performing services, therefore employees must be careful in serving, so that good and quality service is created and is seen as good by service users.

Based on the results of an interview with Mr. H. Mochamad Ikhsan, AKS., (Head of the Communication, Information and Encryption Office of North Barito Regency), regarding the accuracy of employees when serving, explained that:

"The accuracy of employees in providing services is considered good, because there are rarely errors or complaints from service users, either directly or on the ppid.baritoutarakab.go.id platform". (Interview on 23 May 2022).

The same thing was also revealed from the results of an interview with Mr. Mujiburrahman, S.Sos, M.IP. (Head of Information and Public Communication) also stated the same thing regarding the accuracy of employees when serving, that:

"The accuracy of employees in serving service users is quite good, it can be seen from there are no errors in the data when serving or through the ppid.baritoutarakab.go.id platform". (Interview on 23 May 2022).

In addition, it was also revealed from the results of interviews with Hj. Jarnihwati (Community Leader), regarding the accuracy of employees when serving, who revealed that:

"As long as we ask for services related to information disclosure in its implementation, so far we have never found any mistakes, we feel that the accuracy of the employees is very good". (Interview on 03 October 2022).

Overall, based on the results of existing interviews, it can be concluded that the accuracy of employees when serving at the Communication, Information and Encryption Office of North Barito Regency can be said to be quite good, it can be seen from how the Information Management and Documentation Officer (PPID) at the Communications, Informatics Office and Encryption of North Barito Regency in providing services there has never been an error in providing services and also there are no complaints from service users either directly or on the ppid.baritoutarakab.go.id platform at the Communication, Information and Encryption Office of North Barito Regency.

Factors Inhibiting Service Quality for Information Management and Documentation Officials (PPID) at the Communication, Information and Encryption Office of North Barito Regency

1. Lack of Active Information and Documentation Management (PPID)

Departing from the existing situation, as much as 34 OPDs and sub-districts already have PPID Management Official SKs, but only 5 SKPDs are active, the rest are inactive. This makes one of the main inhibiting factors in service. As stated by Mr. H. Mochamad Ikhsan, AKS., (Head of the North Barito Regency Communication, Information and Encryption Service), regarding the lack of active Information and Documentation Management (PPID), revealed that:

"It's true, most of them are still not active, even though a decree has been issued for PPID Management Officials, that's why the service is not optimal" currently only 5 OPD are active, namely RSUD, Health Service, Human Resources Development and Personnel Agency, PUPR Service, and Information Communication and Encryption Service as Main PPID and Supporting PPID (Interview on 23 May 2022).

The same thing was also revealed from the results of an interview with Mr. Mujiburrahman, S.Sos, M.IP. (Head of Information and Public Communication) also stated the same thing regarding the lack of active Information and Documentation Management (PPID), explaining that:

"Until now, only 5 SKPDs are active, even though there are 34 Regional Apparatus Organizations (OPD) and Subdistricts that have received the Decree of the Information Management and Documentation Officer (PPID)". (Interview on 23 May 2022).

Overall, based on the results of existing interviews, it can be concluded that there is still a lack of active Information and Documentation Management (PPID) in North Barito Regency, it can be seen from 34 OPD and Sub-districts that already have PPID Management Official SK, but only 5 SKPD are active, the rest do not active, of course this is one of the main inhibiting factors to provide maximum service to the service recipient community.

a. Incomplete public information regarding activity documents

Information related to activity documents is very important to be shared with the community through the platforms of each OPD and Kecamatan. As stated by Mr. H. Mochamad Ikhsan, AKS., (Head of the Communication, Information and Encryption Office of North Barito Regency), regarding the incompleteness of public information related to activity documents, revealed that:

"The current documents on the ppid.baritoutarakab.go.id platform are incomplete, only 113 documents". (Interview on 23 May 2022).

The same thing was also revealed from the results of an interview with Mr. Mujiburrahman, S.Sos, M.IP. (Head of Information and Public Communication) also stated the same thing regarding incomplete public information related to activity documents, explaining that:

"Most of the documents for their activities are incomplete, there are only 113 documents on the ppid.baritoutarakab.go.id platform". (Interview on 23 May 2022).

So based on the results of existing interviews, it can be concluded that there is still incomplete public information related to the activity documents in the provision of Information and Documentation (PPID) in North Barito Regency, as can be seen from the incomplete information and documentation on the ppid.baritoutarakab.go platform. id, which so far there are only 113 information documents in it, of course this is one of the inhibiting factors to provide maximum service to the service recipient community.

In a comprehensive manner, the Service Quality of Information Management and Documentation Officials (PPID) at the Communication, Information and Encoding Service of North Barito Regency, has been measured in 5 (five) dimensions of public service quality proposed by Parasuraman, et al., (1985), namely: Tangible (Direct Evidence), Responsiveness (Responsiveness), Assurance (Assurance), Empathy (Empathy), Reability (Reliability). Basically, the implementation of quality public services is a shared responsibility between the government and the community, because getting satisfactory services is a community right that must be fulfilled by the government, and providing quality public services that can satisfy all parties is an obligation and responsibility of the government.

The measurement results in the 5 (five) dimensions of the quality of public services show that the Service Quality of Information Management and Documentation Officials (PPID) at the Communication, Information and Encryption Office of North Barito Regency as a whole is quite good. The findings in the 5 (five) dimensions of the quality of public services include: (1) Tangible (Direct Evidence), in this dimension the quality of public services is seen from existing direct evidence such as the appearance of employees in serving as well as existing facilities and infrastructure, findings in this dimension shows that the appearance of employees in serving is quite good, but there are a few challenges in the facilities and infrastructure, namely the work space which is quite small, but in terms of the completeness of the equipment it is quite complete,

The next dimension is (2) Responsiveness, in this dimension the quality of public services is seen from fast service, the findings in this dimension indicate that fast service as a form of reliability is quite good, but there are few challenges related to the lack of the number of employees in managing information and documentation, but this is not an obstacle in optimizing the quality of services provided. (3) Assurance, in this dimension the quality of public services is

seen from the security in service and the courtesy of the employees, the findings in this dimension indicate that the security in service and the courtesy of the employees are quite good, as can be seen from the service room which is always under the supervision of officers. security and CCTV, and the ppid.baritoutarakab.go platform.

Then in dimension (4) Empathy (Empathy), in this dimension the quality of public services is seen from the means of communication and employee attention to customers/visitors. The findings in this dimension indicate that the means of communication and employee attention to customers/visitors are quite good, this can be seen from how the delivery of information and attention is given. Information Management and Documentation Officers (PPID) provide services to the community.

The last dimension is (5) Reliability (Reliability), in this dimension the quality of public services is seen from the accuracy of employees when serving, the findings in this dimension indicate that the accuracy of employees when serving is quite good, this can be seen from the absence of errors in providing services and there are also no complaints from service users either directly or on the ppid.baritoutarakab.go.id platform at the North Barito Regency Communication, Information and Encryption Service.

As for the inhibiting factors found in providing maximum service to the service recipient community, among others: the lack of active Information and Documentation Management (PPID), incomplete public information related to activity documents, in addition to that found a few obstacles in facilities and infrastructure, namely the problem of small workspaces.

CONCLUSION

Comprehensively, the measurement results in 5 (five) dimensions of service quality of Information Management and Documentation Officials (PPID) at the Communication, Information and Encryption Office of North Barito Regency as a whole show that service quality results are quite good, how can be seen in the findings on the 5 (five) measurements. The dimensions of service quality include: First, Tangible (Direct Evidence) the appearance of employees in serving is quite good, it's just that there are a few challenges in facilities and infrastructure, namely a small work space, but this is not an obstacle in optimizing the quality of services provided. ; Second, Responsiveness (Responsiveness) fast service in providing services to the community has been carried out well, however, there are a few challenges related to the lack of employees in managing information and documentation, but this is not an obstacle in optimizing the quality of services provided. Third, the assurance (guarantee) of security in service and the courtesy of the employees is quite good, as can be seen from the service room which is always under monitoring, and the ppid.baritoutarakab.go.id platform has used a high level of security, as well as the courtesy of good employees in providing services. to the community; Fourth, Empathy (Empathy) means of communication and employee attention to customers/visitors is quite good, this can be seen from how the delivery of information and attention given by the Information Management and Documentation Officer (PPID) provides services to the community; Fifth.

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