Supervision Policy On Public Services At The Office Of Transportations Of North Sumatra Province

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ABSTRACT

This study raises the issue of Public Service Supervision Policy at the North Sumatra Provincial Transportation Service, the Supervision Policy is a provision made in an effort to determine whether the conditions of the activities carried out have reached the specified target. To reveal the research problem used secondary data and primary data with a sample of 30 people. The analytical method used is Product Moment Correlation Analysis. Individual Competence has a strong positive relationship to employee performance at the Department of Transportation of North Sumatra Province where the research results are based on a correlation test. Supervision Policy has a strong positive effect on Public Services where the research results are based on the correlation test of Public Service Supervision Policies of 0.97. compared to the critical table r product moment (n = 30) with df = 95% there are numbers r table = 0.349 where rxy = 0.97 > 0.349 this means that the Supervision Policy has a strong positive relationship to public services in North Sumatra Transportation Service Province. The results of this study suggest that the better supervision policies owned by the North Sumatra Provincial Transportation Service are formed in the dimensions of systems and work methods, repair of work errors, procedures or policies, compensation and use of work tools and facilities and followed by increased efficiency, effectiveness, fairness, responsibility and accountability of public services at the North Sumatra provincial transportation office. Policy factors for implementing work systems and methods, correcting work errors, procedures or policies, compensation and use of work tools and facilities will be followed by efficiency, effectiveness, fairness, responsibility and accountability of public services in North Sumatra provincial transportation offices.

ABSTRAK

Penelitian ini mengangkat masalah Kebijakan Pengawasan Pelayanan Publik Pada Dinas Perhubungan Provinsi Sumatera Utara. Kebijakan Pengawasan merupakan ketentuan yang dibuat dalam upaya untuk mengetahui apakah kondisi kegiatan yang dilakukan telah mencapai target yang ditentukan. Untuk mengungkap masalah penelitian digunakan data sekunder dan data primer dengan jumlah sampel 30 orang. Metode analisis yang digunakan adalah Analisis Korelasi Product Moment. Kompetensi Individu memiliki hubungan positif yang kuat terhadap kinerja pegawai pada Dinas Perhubungan Provinsi Sumatera Utara dimana hasil penelitian didasarkan pada uji korelasi. Kebijakan Pengawasan berpengaruh positif kuat terhadap Pelayanan Publik dimana hasil penelitian berdasarkan uji korelasi Kebijakan Pengawasan Pelayanan Publik sebesar 0,97. dibandingkan dengan tabel kritis r product moment (n = 30) dengan df = 95% terdapat angka r tabel = 0,349 dimana rxy = 0,97 > 0,349 hal ini menyatakan bahwa Kebijakan Pengawasan memiliki hubungan positif yang kuat terhadap pelayanan publik di Sumatera Utara Dinas Perhubungan Provinsi. Hasil penelitian ini menyarankan agar semakin baik Kebijakan Pengawasan yang dimiliki Dinas Perhubungan Provinsi Sumatera Utara yang terbentuk dalam dimensi sistem dan metode kerja, perbaikan kesalahan kerja, prosedur atau kebijakan, kompensasi dan penggunaan alat dan fasilitas kerja dan diikuti dengan peningkatan efisiensi, efektivitas, keadilan, tanggung jawab dan akuntabilitas pelayanan publik pada dinas perhubungan provinsi Sumatera Utara. Faktor kebijakan penerapan sistem dan metode kerja, memperbaiki kesalahan kerja, prosedur atau kebijakan, kompensasi dan penggunaan alat dan fasilitas kerja akan lebih diikuti dengan efisiensi, efektivitas, kewajaran, tanggung jawab dan akuntabilitas pelayanan publik pada transportasi provinsi sumatera utara kantor.

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I. INTRODUCTION

Accurate and transparent public administration in meeting the needs of the community requires the support of good and appropriate Supervision Policies in realizing public services as the central service of the North Sumatra Provincial Transportation Service office.

Supervision Policy is an attempt to determine the condition of the activity being carried out whether it has reached the specified targetSupervision Policies are seen as having an influence on public services or the extent to which Supervision Policies provide opportunities for good and appropriate public services for office services

The reason for the research plan being carried out at the North Sumatra Provincial Transportation Office is one of the government agencies that serves the public interest, especially in the field of Transportation and Transportation in North Sumatra Province. The public services provided at the North Sumatra Provincial Transportation Service Office are important to know and provide understanding in the development of community comfort and accessibility in North Sumatra Province.

Through initial observations made by researchers that the lack of supervision policies resulted in the impact of not implementing public services properly, this is an indication that: Work Procedures, namely ways to carry out work as efficiently as possible on something by considering the objectives, equipment, facilities, labor, time, space and available costs. Work Procedures, Work Procedures and Work Systems are important as a work pattern which is the elaboration of goals, targets, work programs, functions and policies into real and institutional implementation activities. Based on the descriptions above, researchers are interested in conducting research with the title Supervision Policy on Public Services at the North Sumatra Provincial Transportation Office.

II. RESEARCH METHOD

Policy Definition

The term policy according to Dewey in Wahab in his book Logic: The Theory of Inquiry. He pays attention to the experimental nature of how to measure policy. Wahab expressed Eyston's opinion that public policy is "the relationship of governmental units to its environment" (between the relationships that take place between government units / units and their environment. In addition to Dye, James E. Anderson defines policy as the behavior of a number of actors (officials, groups, government agencies) or a series of actors in a particular field of activity. Discussions about policy cannot be separated from the linkage of interests between groups, both at the government level and society in general.

Indiahono states 10 (ten) terms of policy form in a modern sense, namely: As a label for a field of activity, As an expression of general goals or expected state activities, As a specific proposal; As a government decision, as a formal authorization, as a program, as an output, as an outcome (outcomes), as a theory and model, as a process.

Surveillance Policy

According to Gitosudarmo, supervisory policy is an attempt to determine the condition of the activity being carried out whether it has achieved the specified target. Kadarman, monitoring policy is a systematic effort to set performance standards and planning to design an information feedback system, comparing actual performance with predetermined standards, knowing whether there has been a deviation. And take the necessary corrective actions that all agency resources have been used as effectively as possible to achieve the goals of the institution as set

Monitoring Purpose

The objectives of the supervision policy in Sukarna's opinion are as follows:

1. To find out whether the work is running smoothly or not.
2. To correct errors, new errors arise.
3. To find out whether the use of the budget that has been set.
4. To find out whether the implementation of the cost is in accordance with the program
5. To find out the results of work by comparing with what has been set in the plan (standard) and in addition.
6. To find out whether the implementation of work is in accordance with the procedures or policies that have been determined

Principles of Supervision Policy

According to Soewarno, in order for the supervisory policy process to be effective, several principles must be met, namely:

1. Supervision policies are oriented towards organizational goals.
2. Supervision policies must be objective, honest and prioritize the public interest over personal interests.
3. Supervision policies must be truth-oriented according to applicable regulations, oriented to established procedures, and goal-oriented in carrying out the work.
4. Supervision policies must ensure the efficiency and effectiveness of the work.
5. Supervision policies must be based on objective, rigorous and appropriate standards.
6. Monitoring policies must be continuous
7. The results of the monitoring policy must be able to provide feedback on improvements and improvements in the implementation, planning and policy in the future.

Type or Type of Supervision Policy

According to Handoko, the types of supervisory policies are distinguished into preliminary supervision policies, supervisory policies during activities and feedback monitoring policies.

1. Preliminary Control Policy (Feedorward Control)
2. Supervision during the activity (Concurrent Control)
3. Feedback Control Policy
   are historical, measurements are made after the activity occurs

Characteristics of an Effective Monitoring Policy

In order for activities or implementation of supervisory policies to run effectively, according to Siagian, several ways must be done, namely:

1. Monitoring policies should reflect the nature of the various activities being carried out.
2. Monitoring policies should immediately provide clues to possible deviations from the plan.
3. Monitoring policies should indicate exceptions at certain strategic points.
4. Objectives in carrying out supervision policies.
5. Flexibility of supervision policy
6. Efficient implementation of supervisory policies
7. Supervision policies must take into account the basic pattern of the organization
8. Understanding of the supervisory policy system by all parties involved
9. Surveillance policy looks for what is wrong, not fault-finding.
10. Monitoring policies should be supportive and guiding.

Supervision Policy Process

According to Handoko, the supervisory policy process has 5 (five) stages, namely:

1. Standard setting as a measurement that is used as an assessment standard -results, objectives, targets, quotas and implementation targets
2. Determination of the measurement of the implementation of activities, the setting of standards is accompanied by various ways to measure the implementation of real activities
3. The measurement of the implementation of activities, the frequency of measurement of the implementation and the monitoring system are determined, the process is carried out repeatedly and continuously.
4. Comparison of implementation with Standards and Analysis of Deviations
5. The critical stage of the supervisory policy process is the comparison of actual implementation with planned implementation or established standards.
6. Taking Corrective Action is required when the results of the analysis indicate the need for corrective action, this action must be taken.

Important and contains a human element. Work equipment in terms of its role can be divided into 2 (two) types, namely:

1. Work equipment has 1 (one) function, that is, equipment is only used for 1 (one) type of role, for example a writing machine
2. Versatile work equipment, namely equipment used for various roles such as personal computers (PCs).

With the support of service equipment will be able to support services to provide satisfaction to the public at least containing 5 (five) main elements, including:

1. There is equal and equal service.
2. There is no discrimination in the services provided by the apparatus to all the public.
3. The services provided must be on time.
4. Service must be a continuous activity.
5. Waiters do not have to be bound by applicable regulations if the public needs assistance outside of working hours

Service officers in this case are employees who must be able to fulfill 4 (four) main requirements in providing services.

1. Polite behavior
2. Delivery method
3. Delivery time
4. Hospitality

      Moenir, stated that there are 3 (three) types of services that are always carried out and followed by the public and offices, namely:

1. Service by word of mouth
2. Service by writing
3. Service by action.

      Measurement and evaluation of the effectiveness of public services is determined by the level of success and failure of the organization in achieving its mission. Dwiyanto, put forward the criteria for making guidelines to meet the effectiveness of public services, including the following:

1. Efiscience,eatThis includes considerations about the success of public service organizations in making a profit, utilizing the factors of production as well as considerations derived from economic rationality.
2. Effectivevitality,Have the objectives of the establishment of the public service organization been achieved?
3. Tojustice,memquestion the distribution and allocation of services organized by public service organizations

      To clarify the use of these indicators, several theories and concepts from each indicator will be presented, namely as follows:

1. Akuntability namely the obligation to be responsible for various activities of implementing government policies and development
2. Responsorship (responsiveness) is the responsibility and content that receives service (public).
3. Orientserviceservant Public finance is the actualization of the existence of the government.
4. Service Efficiency Batinggi in Dwiyanto, talking about public services as a function of state administration, the main problem is efficiency and professionalism.
5. Service Facilities dalam in order to increase the effectiveness of optimal public services, if necessary, supported by adequate facilities.

Public Service Management

      Public service is a very important element in the administration of government. Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services. Public services are activities in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident of goods, services, or administrative services provided by public service providers.

Principles of public service

1. Simple, service standards that are easy to understand, follow, implement, and are measured by clear procedures and affordable costs for the community and organizers.
2. Participatory, the preparation of service standards by involving the community and related parties to discuss together and obtain alignment on the basis of commitments or agreements.
3. Accountable, Matters regulated in service standards must be implemented and accounted for to interested parties.
4. To be sustainable, service standards must be continuously improved as an effort to improve service quality and innovation.

5. Transparency, service standards must be easily accessible to the public.
6. Justice, service standards must ensure that the services provided can reach all people with different economic status, geographical location distance, and differences in physical and mental capabilities.

Management of public services management is the core of an administration, because management is the main implementing tool of administration. The definition of management according to experts, among others, put forward by Gibson defines management as follows: "A process carried out by one or more individuals to coordinate various other activities to achieve results that are not achieved if one individual acts alone.

Public service management can also be interpreted as a process of planning and implementing it as well as directing and coordinating the completion of public service activities in order to achieve predetermined public service goals.

Standard Operational and Procedural (SOP)

Standard Operating Procedure (SOP) is a document containing work procedures that must be carried out chronologically and systematically in completing a particular job with the aim of obtaining the most effective work results.

The main purpose of this Standard Operating Procedure (SOP) is that the work implementation process is carried out in a neat, orderly, and systematic manner from beginning to end, so it is hoped that the quality of work will be better. Para explained about the meaning of Standard Operating Procedures (SOP).

Principles of Standard Operating Procedure
1. Consistency that is from time to time under any conditions
3. Commitment to anyone, both employees and superiors
4. Open Continuous Improvement establishes an effective and efficient procedure
5. Bind in carrying out tasks according to standard Operating Procedures
6. Every Element Has an Important Role in good implementation
7. Documented listed in SOP

Purpose of Standard Operating Procedures (SOP)

In general, the purpose of Standard Operating Procedures is to explain in detail about the activities of tasks and jobs that are performed repeatedly in an agency.
1. To maintain consistent performance or certain conditions
2. To provide guidelines or references in carrying out work or tasks for supervisors and workers.
3. Help avoid errors, conflicts, doubts, duplication, and waste, in the execution of work.
4. Provide measures or parameters in assessing the quality of work or services.
5. Guarantee the effective and efficient use of resources
6. Explaining the sequence and workflow, authorities and responsibilities of the officers involved
7. As a document that provides an explanation and assessment of the work implementation process in the event of malpractice or administrative errors
8. As a document that can be used in worker training activities
9. Become a historical document if the SOP is revised and replaced with a new SOP

III.   RESULT AND DISCUSSION

The number of male employees is 20 people or 66.66% of all employees of the North Sumatra Province Transportation Service, while female employees are 10 people or 32.34%. This data reflects that there are more male employees at the North Sumatra Provincial Transportation Office than female employees.

Employees aged between 40 years or equal to 40 years up to the age of 49 years amounted to 19 people or 66.33% of the total number of employees at the North Sumatra Provincial Transportation Service. up to the age of 49 years more than in other ages. PThere are 18 employees with S-1 education or 60.00% of the total sample of employees. This data also reflects that there are more S-1 educated employees than others

Independent Variable (X) Supervision Policy

From the calculation above, it can be seen that the average respondent's answer to the independent variable (X) of supervisory policy is 29.16 belonging to the high category, at numbers 23.34 to 30 belonging to the high category.
Based on the formula, the length of the interval is:
Interval class length = 3 - 1/3 = 0.66

Through archive management, the office can make it easierit can be seen that the total score of the answers to the 10 questionnaire items is 1076 out of 30 respondents. Independent Variable (X) Supervision Policy with an average respondent's answer is 2.90, classified as high category meaning that the Supervision Policy implemented is good and appropriate in supporting public services at the Department of Transportation North Sumatra Province.

From the calculation above, it can be seen that the average respondent's answer to the Bound variable (Y) of Public Service is 29.78 belonging to the high category. Figures 23.34 to 30 are classified as high category.

Based on the average respondent's answer of 28.96 belonging to the High category, it means that public services at the North Sumatra Provincial Transportation Service are well achieved. It is known that the average answer from 30 respondents for the Bound Variable (Y) of public services is 2.90, this number is classified as high category, meaning that public services are achieved well.

Public services can be carried out in a sustainable manner, from 30 respondents, 29 people answered Yes, with a total score of 92, where the average respondent's answer was 2.96, this figure was quite high. This means that public services can be carried out in a sustainable manner.

Correlation Analysis and Hypothesis Testing

To find out the relationship between supervisory policies and public services at the North Sumatra Provincial Transportation Service. done using the following data:

$$R_{xy} = \frac{30.\,26218 \; - \; (904)(898)}{\sqrt{\{(\,30\,.26368 \; - \; (904)\}\{(30.26020 \; - \; (898)\,\}}}$$

$$= \frac{786540 \; - \; 811.795}{\sqrt{\{(\,791040 \; - \; (817.216)\}\{(780600 \; - \; (806.404)\,\}}}$$

$$= \frac{25252}{\sqrt{\{26176\}\{25804\}}}$$

$$= \frac{25252}{\sqrt{675445504}}$$

$$= \frac{25252}{\sqrt{25989.33}}$$

$$= 0.97$$

The magnitude of the relationship between supervisory policies and public services is 0.97. The correlation coefficient Rxy = 0.97 when compared to the critical r product moment table (n = 30) with df = 95% there is a number r table = 0.349 where rxy = 0.97> 0.349 states that the supervisory policy has a positive relationship with public services at the North Sumatra Provincial Transportation Service.

Test the Significance of the Correlation Coefficient

In order to determine the significance of the relationship between supervision policies on public services, the t-test with the formula as stated by Sudjana in Arikunto, (2013:83) is as follows:

$$t = \sqrt{\frac{r(n-1)}{1-r^2}}$$

$$t = \sqrt{\frac{0{,}97(30-1)}{1-0.97^2}}$$

$$t = \sqrt{\frac{0{,}97(29)}{1-0{,}9409}}$$

$$t = \sqrt{\frac{28.13}{0.0591}}$$

$$t = \sqrt{4759792}$$
$$= 21{,}816$$

Based on the results of the t-test, it is obtained that the t-count = 21.816 compared to the critical number t table with (df) 0.5% in (n-1) there is a number of 1.697 where 21.816> 1.697 means that the results are significant and the Supervision Policy hypothesis has a positive relationship Strong on Public Services at the North Sumatra Province Transportation Service.

IV.   CONCLUSION

The results of the study concluded that: public service is an activity carried out by a person or group of people in a government institution based on sincerity and sincerity without being based on material factors through certain systems, procedures and methods in order to meet the needs of others in accordance with their rights and supervision policy has a strong positive relationship to public services at the Department of Transportation of North Sumatra Province where the research results based on the correlation test of supervisory policies on public services is 0.97. compared to the critical table r product moment (n = 30) with df = 95% there is a number r table = 0.349 where rxy = 0.97 > 0.349 this states that supervisory policies have a strong positive relationship with public services at the North Sumatra Provincial Transportation Service.

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