

THE EFFECTS OF COORDINATION ON PUBLIC SERVICE QUALITY AT THE OFFICE OF ARCHIVES AND LIBRARY OF SUMEDANG REGENCY

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Abstract. This study aims to determine the effects of Coordination on the Public Service Quality at the Office of Archives and Library of Sumedang Regency and to determine the relationship between Coordination and Public Services Quality at the Office of Archives and Library of Sumedang Regency. The method used in this study is a quantitative research method to test the predetermined hypothesis. In this study, researchers used inferential descriptive data analysis techniques to describe the collected data as it is by making general conclusions. The sampling technique used in this study is a saturated sampling technique with a population of 70 people to obtain a sample size of 70 respondents. Based on the results of the study, it can be illustrated that the coordination at the Office of Archives and Library of Sumedang Regency is sufficient, reaching 67.80%, and the Public Service Quality at the Office of Archives and Library of Sumedang Regency reaches 65.70%, and this figure is categorized as sufficient. The correlation between coordination and public service quality at the Office of Archives and Library of Sumedang Regency with a correlation coefficient of 0.52 is in the medium category. Meanwhile, the effect of coordination public service quality at the Office of Archives and Library of Sumedang Regency reached 27%, while the remaining 73% was affected by unexamined factors called the epsilon factor.

Keywords: coordination; public service quality

I. INTRODUCTION

Coordination is a systematic effort that seeks harmony and balance between one's work and another, and between parts to one another. So it is expected that there will be no confusion or inaccuracy in working together. This allows for effectiveness in achieving organizational goals. The readiness of human resources of local government officials in the implementation of authority from the center to the regions is a demand for the professionalism of government officials which means having the ability to carry out tasks, commitment to quality work, and dedication to the interests of the community as the party served by the local government. Efforts to implement public services can be carried out by following the standard operational procedure (SOP) that has been made in such a way by the competent authorities so that the public service delivery process can be structured and run well. Measuring the quality of public services is not a simple matter, because the quality of service is felt directly by the recipient of the service so it will lead to various perspectives and depends on who assesses and interprets it. Service quality can also be measured by comparing the standard operational procedure (SOP) with the services provided by the service provider organization. Based on the results of preliminary observations, it is known that there are several indications that the quality of public services at the Office of Archives and Library of Sumedang Regency is still low, including:

1. The low level of library services at the Office of Archives and Library of Sumedang Regency is evidenced by the

incomplete books available at the Regional Library and the low renewal of the year of publication of books so that the available books are still in old print.

2. There is no technology service based on an electronic book (e-book) so that library visitors only use a limited number of books.
3. The lack of suitable human resources is evidenced by the absence of professional librarians in the Regional Library at the Office of Archives and Library of Sumedang Regency.

These symptoms are thought to be affected by poor coordination with the following indications, The location of the Regional Library and the Office of Archives and Library of Sumedang Regency is not in one place. This causes obstacles to leaders in delivering information, doing direct coordination, and controlling. The program to improve the quality of regional library services was not achieved, namely the provision of technology of electronic book that was designed during the previous period. There was a change of leadership, several section heads, and the secretary of the Office of Archives and Library of Sumedang Regency so that the leaders were not appropriate in determining employee positions. Based on the background above, problems identification is as follows 1. How good is the coordination at the Office of Archives and Library of Sumedang Regency? How good is the quality of service at the Office of Archives and Library of Sumedang Regency? 3. Is there a correlation between coordination and service quality at the Sumedang District Library and Archives Service? 4. How does coordination affect and service quality

at the Office of Archives and Library of Sumedang Regency? The objectives of this study are as follows 1. To find out and analyze how good the coordination at the Office of Archives and Library of Sumedang Regency. 2. To find out how good the service quality at the Office of Archives and Library of Sumedang Regency. 3. To determine the correlation between coordination and service quality at the Office of Archives and Library of Sumedang Regency. 4. To determine the effects of coordination on service quality at the Office of Archives and Library of Sumedang Regency.

This is a scientific study that is supported by theoretical guidelines, in accordance with the problems regarding the coordination and service quality which are applied to organizational activities, especially for the employees of the Office of Archives and Library of Sumedang Regency. This study can be used as input and analysis in the implementation of coordination at the Office of Archives and Library of Sumedang Regency.

The administration is a process of effort made by two or more people who work together rationally to achieve predetermined goals. In terms of effort, the administration is all activities carried out to achieve goals starting from the process of thought, planning, organizing, implementing, controlling, and achieving goals. In this regard, what is meant by public administration is defined by Waldo (Iskandar [1]) argues that public administration is as follows: "Public administration as an organization and human management in government in order to achieve predetermined goals. Besides, public administration is an art and science of management which is used to regulate public affairs". Based on the description above, an organization to achieve its goals must be driven by a dynamic and distinctive process. This process is commonly referred to as "management". The people who carry out management are commonly referred to as managers or members of management.

In an organization, each leader needs to coordinate activities with members of the organization who are given to completing tasks. With the delivery of clear information, proper communication, and division of work to employees by the leader, each individual will do his job according to the authority received. Without the coordination of each employee, the organizational goals will not be achieved. Hasibuan [2] argues that: "Coordination is the activity of directing, integrating, and coordinating the elements of management and the work of employees in achieving organizational goals". Handoko [3] argues that: "Coordination is the process of integrating objectives and activities in separate units (departments or functional areas) in an organization to achieve goals efficiently and effectively". In addition, E.F.L (Hasibuan [2]) argues that: "Coordination is to balance and move the team by providing a suitable location for work activities to each and keeping the activity carried out in proper harmony among the members themselves".

This function of coordination is so important, especially when the administration must run as a system, as a unified whole of parts (sub-systems) that are

interconnected, mutually supporting, and interdependent so that administration runs towards its goals. This view is called a system approach, which is a tool and technique that can help administrators. Handyaningrat (Iskandar [1]) provides the following definition of coordination: "Coordination is an effort to ensure the smooth working procedure mechanism of various components in the organization. The smoothness of the work procedure mechanism must be guaranteed in order to minimize friction that arises between fellow organizational components and maximize cooperation between these components."

On the other hand, Syafrudin (Iskandar [1]) states: "Coordination is one of the functions of management to carry out various activities so that there is no chaos, disputes, and empty activities by connecting, integrating and harmonizing the work of employees so that there is directed cooperation in efforts to achieve the goal. To achieve that goal is by giving instructions, orders, holding meetings in which explanations are given, and if necessary giving warnings." From the description above, it can be seen that what is meant by coordination is a tool for integrating actions and directing the implementation of all activities, both from individuals, units, and parts of an organization that aim to achieve goals effectively. Based on the definitions that have been put forward, it can be concluded that coordination in government activities needs to be done as well as possible to achieve common goals.

In essence, the public service quality shows a service activity carried out by service providers (government) to complete the needs of service recipients (community) by prioritizing public satisfaction and expectations in accordance with service standards and public service principles. Service quality standards used by an organization may be different from standards applied in other organizations. Because basically, the service standards used are different, depending on the policies and directions of the organization. However, the purpose of each service quality standard has in common, namely to provide good public services for the community. Sinambela [4] states that: "public service is the fulfillment of the wants and needs of the public by state administrators. The state is established by the public of course with the aim of improving public welfare." Public service according to Wasitono in Hardiansyah [5] is: "the provision of services either by the government, the private sector on behalf of the government, or the private sector to the community, with or without payment to fulfill the needs and/ or interests of the community". Furthermore, Albrecht and Zemke in Dwiyanto [6] state that the quality of public services is the result of interactions from various aspects, namely service systems, strategies, and customers. From some of the descriptions above, public service is actually an activity that must be carried out by the government in serving the needs of the community. The government as a service provider must pay attention to the quality of the services they provide. The quality of public services can be said to be a measure of the capacity and capability of the government as administrators of good and satisfying public services for the community.

Thus, coordination greatly determines the extent to which an organization is well managed by the leadership so that the process of providing public services can be realized into quality service, in accordance with the expectations of service providers and recipients of these public services. So that if the coordination that exists in the organization is really carried out properly and regularly, then the quality of public services will continue to increase and will also affect the quality of the organization itself.

II. RESEARCH METHODS

This study used quantitative methods. Quantitative research methods can be defined as a research method based on the philosophy of positivism, used to research on certain populations or samples, data collection using research instruments, quantitative/ statistical data analysis, with the aim of testing predetermined hypotheses. (Sugiyono [7]). A population is an object or subject with a certain number and characteristics. This is in accordance with the understanding according to Sugiyono [7] that: "Population is an area of generalization consisting of objects or subjects that have certain quantities and characteristics that are determined by researchers to study and then draw conclusions." (Sugiyono, [7]). The population at the Office of Archives and Library of Sumedang Regency is relatively small because it only amounts to 70 people. A sampling technique is needed in a study because it is used for any member of the population who wants to be sampled [8]. Thus, the sampling technique must be clearly described in the study (Sugiyono[7]). The sampling technique used in this study is a saturated sampling. Saturated sampling is the determination of the sample when all members of the population are sampled (Sugiyono [7]). With this one, the author concludes that the sampling technique used to determine the effects of coordination variable on public service quality variable at the Office of Archives and Library of Sumedang Regency is a saturated sample technique because the number of employees is only 70 people. The sample is a part or representative of the population. According to Sugiyono [7], the sample is part of the number and characteristics of the population. Based on this understanding, the author decided to make all employees of the Office of Archives and Library of Sumedang Regency as the sample, namely 70 people.

III. RESULTS AND DISCUSSION

The data collected from the measurement results are then processed and analyzed using a statistical approach. The measurement results produce two data which includes two variables, namely coordination as the independent variable (X), and public service quality as the dependent variable (Y). To determine the condition of the coordination variable and the public service quality variable, the researcher measured using a questionnaire consisting of statements, each of which was accompanied by 5 possible answers that had to be selected and deemed appropriate

according to the respondent. From these answers, the assessment criteria were compiled as follows.

1. Cumulative value is the total value of each question item which is the answer of 70 respondents.
2. Percentage is the cumulative value of an item divided by its frequency value then multiplied by 100.

The number of respondents = 70 people, from the value of the largest measurement scale = 5 while the smallest measurement scale = 1, so that the largest cumulative value is obtained = $70 \times 5 = 350$, and the smallest cumulative value = $70 \times 1 = 70$. The largest percentage value is $(350/350) \times 100\% = 100\%$ and the smallest percentage value = $(70/350) \times 100\% = 20\%$, from this percentage it is obtained that the range value = $100\% - 20\% = 80\%$, if divided by 5 measurement scales obtained the percentage interval value of = $(80\%) / 5 = 16\%$.

Based on the results of data analysis, observations, interviews, and theoretical studies, it can be concluded that the coordination at the Office of Archives and Library of Sumedang Regency can be said to be sufficient with a percentage of 67.80%. Thus H_0 , which reads "Coordination at the Office of Archives and Library of Sumedang Regency is less than 75% of the expected" is accepted, and H_a which reads "Coordination at the Office of Archives and Library of Sumedang Regency is more than or equal to 75% of the expected" is rejected.

Based on the results of data analysis, observations, interviews, and theoretical studies, it can be concluded that the public service quality at the Office of Archives and Library of Sumedang Regency can be said to be sufficient with a percentage of 65.70%. Thus H_0 , which reads "Public Service Quality at the Office of Archives and Library of Sumedang Regency is less than 75% of the expected" is rejected, and H_a which reads "Public Service Quality at the Office of Archives and Library of Sumedang Regency is more than or equal to 75% of the expected" is accepted. This normality test is intended to determine the formula to be used in hypothesis testing and to determine whether the data is normally distributed or not. If the data is normally distributed, the next process in testing the hypothesis can use parametric statistical calculations. But if the data is not normally distributed, the hypothesis testing will use non-parametric statistical calculations. The normality test can be done using the Kolmogorov-Smirnov. In order to find out how the effects of coordination on the public service quality at the Office of Archives and Library Service of Sumedang Regency, calculations were made using Product Moment correlation analysis. From these calculations, it can be seen that the value of $r = 0.52$ means that the coordination has a moderate correlation with the quality of public services at the Office of Archives and Library of Sumedang Regency.

To find out whether the correlation is significant or not, based on Sugiyono's statement [7], the significant product moment correlation, H_0 = There is no positive correlation between coordination and public service quality, H_a = There is a positive correlation between coordination and public service quality. As for the results of significance, it is obtained t count = 1.99, while t table = 5.05, Because t

count > t table, H_0 is rejected, so there is a positive and significant correlation between the Coordination and Public Service Quality at the Office of Archives and Library of Sumedang Regency. To find out how the effects of coordination on the public service quality at the Office of Archives and Library of Sumedang Regency, the determination coefficient formula is used as follows $DC = 27\%$. Thus, the effect of coordination on the public service quality at the Office of Archives and Library of Sumedang Regency is 27%, while 73% is affected by other factors not examined (Epsilon). So that the effect of coordination on the quality of public services is poor.

IV. CONCLUSION

After the researcher conducts a study using data collection techniques through literature study, observation, interviews, distributing questionnaires, direct observation to the field, analyzes, and describes systematically the calculation of the questionnaire items, the researcher can draw several conclusions, including the following Coordination at the Office of Sumedang Regency Archives and Library of Sumedang Regency is sufficient. This is obtained based on the results of the calculation of the total score of the questionnaire which reached 67.80% (sufficient criteria). The quality of public services at the Office of Archives and Library of Sumedang Regency can be said to be sufficient. This is obtained based on the results of the calculation of the total score of the questionnaire which reached 65.70% (sufficient criteria). Based on the results of the correlation coefficient, $r = 0.52$ is included in the medium category, which indicates a positive correlation between the Coordination variable (X) and the Public Service Quality variable (Y). As for the results of significance, it is obtained $t_{count} = 1.99$, while $t_{table} = 5.05$, it turns out that t is greater than t_{table} , it can be stated that t_{count} is in the rejection area of H_0 , this means that H_0 states there is no correlation between Coordination and Public Service Quality is "rejected" and H_a which states that there is a positive and significant correlation between Coordination and Public Service Quality is "accepted". To determine the effect of Coordination on Public Service Quality, the coefficient of determination obtained that the Coordination variable can affect the Public Service Quality by 27% while the remaining 73% is influenced by factors not examined (Epsilon). So it can be concluded that there is a positive and significant effect between coordination and public service quality so that H_0 is rejected and H_a is accepted.

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