

The service quality at the Tihu Village Office, Teluk Ambon District, Ambon City

Balgis Al-Amudi^{1*}, Petronela Sahetapy², Hendry Selanno³

Pattimura University¹²³, Ambon, Indonesia

balgisalkatiri83952@gmail.com

Informasi Artikel	Abstract
E-ISSN : 3026-6874 Vol: 2 No: 6 Juni 2024 Page : 703-715	<i>This research focuses on five indicators that influence service quality at the Tihu Village Office in Teluk Ambon District, Ambon: Tangible, Reliability, Responsiveness, Assurance, and Empathy. The study aims to analyze the service quality specifically at the Tihu Village Office within Teluk Ambon Subdistrict, Ambon City. The total sample size for this study was 30 respondents, comprising 5 purposively sampled employees and 25 community respondents selected incidentally. This research adopts a quantitative approach. Data was collected using observation and questionnaires, with frequency tables used for analysis. Based on the analysis of questionnaire data across the five indicators (tangible, reliability, responsiveness, assurance, empathy), the findings indicate that the service quality at the Tihu Village Office in Teluk Ambon Subdistrict is deemed insufficient.</i>
Keywords: Service Quality Public Service	

Abstrak

Penelitian ini berfokus pada lima indikator yang mempengaruhi kualitas layanan di Kantor Kelurahan Tihu, Kecamatan Teluk Ambon, Kota Ambon: Tangible (Bukti fisik), Reliability (Keandalan), Responsiveness (Responsif), Assurance (Jaminan), dan Empathy (Empati). Studi ini bertujuan untuk menganalisis kualitas layanan secara khusus di Kantor Kelurahan Tihu, dalam Subdistrik Teluk Ambon, Kota Ambon. Total sampel dalam penelitian ini adalah 30 responden, terdiri dari 5 pegawai yang diambil secara purposive sampling dan 25 responden masyarakat yang dipilih secara insidental. Penelitian ini menggunakan pendekatan kuantitatif. Pengumpulan data dilakukan dengan observasi dan kuesioner, dengan penggunaan tabel frekuensi untuk analisis data. Berdasarkan analisis data kuesioner terhadap lima indikator (tangible, reliability, responsiveness, assurance, empathy), hasil penelitian menunjukkan bahwa kualitas layanan di Kantor Kelurahan Tihu, Subdistrik Teluk Ambon, dinilai tidak memadai.

Kata Kunci : Kualitas Pelayanan, Pelayanan Publik

INTRODUCTION

Service quality refers to the discrepancy between the expectations of a service and its actual performance. The government plays a crucial role in providing excellent public services to all its citizens, as mandated by law. According to Article 1 of Law Number 25 of 2009 on public services, public service is defined as follows: Public service is an activity or series of activities aimed at fulfilling service needs in accordance with the laws and regulations for every citizen and resident, including goods, services, and/or administrative services provided by public service providers.

Public service is an effort undertaken by a group or individual within a bureaucracy to assist the community in achieving specific goals. One aspect of public service is civil administration, which involves managing population records and data through registration, civil registration, administrative information management, and utilizing the results for public service and other development sectors.

With the implementation of regional autonomy policies, local government bureaucrats can manage and deliver public services that better address the needs of their communities. A fundamental concept in managing local government affairs is the initiative based on the aspirations of the local community. Regional autonomy signifies the local community's willingness to solve various local issues to achieve their welfare. However, in practice, the provision of public services by the government still faces challenges related to inefficiency, ineffectiveness, and inadequate human resource quality. This is evident from the numerous complaints from the public, both directly and indirectly, through the media, demanding improvements in the quality of public services.

Improving the quality of public services is a critically important issue. This is because, on one hand, public demand for high-quality services is growing, while on the other hand, the practices of service providers have not significantly changed. The public consistently demands quality public services, though these demands are often unmet due to the bureaucratic, slow, costly, and exhausting nature of the current public service system. Public service can be defined as providing services to meet the needs of individuals or the community in accordance with established rules and procedures.

As previously stated, the essence of governance is service to the public. Governments are not established to serve themselves but to serve the public and create conditions that allow every member of society to develop their abilities and creativity to achieve common goals (Rasyid, 1998). Public service, therefore, can be defined as providing services to meet the needs of individuals or the community in accordance with established rules and procedures. Public service encompasses all forms of service, whether in the form of public goods or public services, which are essentially the responsibility of and provided by central or local government agencies to meet the needs of the public and to implement statutory regulations.

The Public Service Law is distinct from other laws because it regulates the system and mechanisms of government administration and includes the interests of the people, focusing on empowering citizens to enjoy and benefit from public services. Alongside this, public demand for quality services continues to rise over time. These demands grow as citizens become more aware of their right to be provided with services. To realize these rights, effective performance from government agencies is required.

According to Government Regulation No. 73 of 2005 concerning urban village governance, the urban village administration is required to provide guidance to every community member in order to fulfill the duties of regional autonomy as stipulated by regulations in the implementation of its tasks and functions. In any organization, public service is essential in the areas of government, development, and community affairs.

The urban village administration must demonstrate tangible contributions to improving the quality of services, particularly within the framework of urban village governance in providing services to the public. This effort aims to enhance the quality and ensure the provision of public services in accordance with general principles, and to protect every citizen and resident from the abuse of authority in the delivery of public services within both government and private organizations.

In providing public services, the government should improve the quality and guarantee the provision of public services in line with general governance principles to protect every citizen. According to the Regulation of the Minister of State Apparatus Empowerment No. 63 of 2003 on General Guidelines for Public Service Delivery, it is explained that all forms of services provided by government agencies at the central, regional, and State-Owned Enterprises levels should fulfill public needs and implement statutory regulations, including at the sub-district government level. This includes meeting community needs in population administration, such as issuing introduction letters for ID cards, family cards, certificates, and others.

Therefore, Standard Operating Procedures (SOPs) should be more transparent regarding service procedures, administrative requirements, detailed costs, and completion times to avoid complicating the service process. According to Sailendra, Standard Operating Procedures are guidelines used to ensure that an organization's operational activities run smoothly. The purpose of Standard Operating Procedures is to create a commitment to the tasks performed by the work units of government agencies to achieve good governance. In government, the implementation of Standard Operating Procedures and State Apparatus No. 35 of 2012 serves as a working guide to help government performance be more effective and efficient in providing services to the public.

As stated in Article 3, paragraph (1), letter h, the urban village (kelurahan) is tasked with administering governmental affairs, community empowerment, public service, public order and tranquility, and environmental management within the urban village's jurisdiction. The urban village is led by a Lurah (Head of the Urban Village) who reports to the Camat (Sub-District Head). The functions of the urban village, as outlined in Article 17, are as follows:

1. Implementation of urban village government programs and activities

2. Implementation of community empowerment programs and activities
3. Provision of public services
4. Maintenance of public order, tranquility, and environmental management
5. Maintenance of public service infrastructure and facilities
6. Administration of population records
7. Facilitation and promotion of local economic growth
8. Preparation and synchronization of development and community program proposals
9. Guidance of social organizations and community self-help initiatives
10. Monitoring, evaluation, control, and reporting of the execution of duties and functions

Execution of other tasks assigned by higher authorities in accordance with their duties and functions.

According to Arianto (2018:83), service quality can be defined as focusing on meeting needs and requirements and timely fulfillment to meet customer expectations. Service quality applies to all types of services provided by a company when clients are present.

1. The issues at the Tihu Urban Village Office include:
2. Limited facilities and infrastructure, such as a waiting area, with only one computer available for all staff.
3. Limited technical personnel to access the internet.

Delays in public service due to frequent signal disruptions.

Based on these issues, the author is interested in further exploring these problems titled Service Quality at the Tihu Urban Village Office, Teluk Ambon Sub-District, Ambon City.

METHOD

This study employs a descriptive quantitative research approach. Descriptive quantitative research involves describing, investigating, and explaining the subject matter as it is and drawing conclusions from observable phenomena using numerical data. The research location is the Tihu Urban Village Office in Teluk Ambon Sub-District, Ambon City. According to Sugiyono (as cited in Siti Hana Gar'a Hamzah, 2022:44), the population is a generalization area comprising objects/subjects with certain quantities and characteristics determined by the researcher for study and conclusion. The population in this study consists of 11 employees at the Tihu Urban Village Office and the general public. The sample for the employees was selected through purposive sampling, involving 5 employees. The public respondents' sample was chosen using incidental sampling involving 25 individuals. Therefore, the total sample size for this study is 30 individuals.

RESULTS AND DISCUSSION

In line with the topic of this research, which is the quality of service at the Tihu Urban Village Office in Teluk Ambon Sub-District, Ambon City, the objective of this study is to understand the quality of service provided by the employees at the Tihu Urban Village Office, especially concerning customer or public satisfaction.

To address the research problem, data collection was conducted through field research related to the service quality variable at the Tihu Urban Village Office, Teluk Ambon Sub-District, Ambon City. The service quality was measured using the following indicators:

1. Tangible (physical evidence)

To measure tangible (physical evidence), the following sub-dimensions were considered:

- a. Employees' attractive appearance
- b. Availability of service facilities such as computers
- c. Availability of chairs and desks in the workspace

2. Reliability

To measure reliability, the following sub-dimensions were considered:

- a. Accuracy of service delivery
- b. Precision of service delivery
- c. Satisfaction with the service received

3. Responsiveness

To measure responsiveness, the following sub-dimensions were considered:

- a. Willingness of employees to provide services to the public
- b. Willingness to help in providing services to the public
- c. Promptness of employees' responses in providing services

4. Assurance

To measure assurance, the following sub-dimensions were considered:

- a. Employees' knowledge of the needs of the public they serve
- b. Receiving safe services from employees
- c. Receiving services with a sense of comfort

5. Empathy

To measure empathy, the following sub-dimensions were considered:

- a. Willingness of employees to listen to public complaints
- b. Willingness of employees to pay attention to the public's conditions while providing services
- c. Willingness to assist elderly and sick community members

The data collected regarding each of these indicators will be analyzed using a descriptive quantitative method, where the data obtained will be presented in frequency tables. Conclusions about each indicator will then be drawn based on the trends observed in the respondents' answers.

Data Analysis

The data obtained from the research through questionnaires will be processed and analyzed using frequency tables, as shown below:

1. Tangible (Physical Evidence)

The respondents' feedback regarding tangible (physical evidence) can be seen in the table below:

Table 1 Respondents' Feedback on Tangible (Physical Evidence)					
No	Question Description	Answer Choices	F	%	Ket
1	According to you, do the employees always present themselves attractively when providing services to the public?	a. Always present themselves attractively	2	40	N=5
		b. Somewhat present themselves attractively	2	40	
		c. Do not present themselves attractively	1	10	
2	According to you, are there facilities such as computers available when employees provide services to the public?	a. Facilities are available	2	40	N=5
		b. Facilities are somewhat available	3	60	
		c. Facilities are not available	-	-	
3	According to you, are there facilities such as chairs and tables available in the waiting area when employees provide services to the public?	a. Availability is always there	2	40	N=5
		b. Availability is somewhat lacking	3	60	
		c. Availability is not there	-	-	

From the table above regarding tangibles (physical evidence) for employee respondents, it can be stated that:

1. 2 respondents (40%) indicated that employees always have an attractive appearance when providing services to the public, while 2 respondents (40%) said the appearance is somewhat lacking, and 1 respondent (10%) mentioned that employees do not have an attractive appearance when providing services to the public.

2. Furthermore, 2 respondents (40%) mentioned the availability of facilities such as computers when employees provide services to the public, and 3 respondents (60%) stated that there is somewhat lacking availability of computer facilities during service provision.
3. Regarding the availability of facilities such as chairs and tables in the waiting area when employees provide services to the public, 2 respondents (40%) said there is availability, while 3 respondents (60%) indicated that there is somewhat lacking availability of chairs and tables in the waiting area during service provision.

Based on the responses of employee respondents regarding tangibles (physical evidence) at the Tihu Subdistrict Office, Teluk Ambon District, Ambon City, it can be concluded that generally, employees always have an attractive appearance when providing services to the public. However, there is still insufficient availability of computers as well as chairs and tables in the waiting area when employees provide services to the public.

Table 2 Responses of Community Respondents Regarding Tangibles (Physical Evidence)

No	Question Description	Answer Choices	F	%	Ket
1	According to Sir/Madam, is the officer always well-groomed when providing services to the community?	a. Always present themselves attractively	10	40	N=5
		b. Somewhat present themselves attractively	15	60	
		c. Do not present themselves attractively	-	-	
2	According to Sir/Madam, is there availability of facilities such as computers when officers provide services to the community?	a. Facilities are available	10	40	
		b. Facilities are somewhat available	15	60	
		c. Facilities are not available	-	-	
3	According to Sir/Madam, is there availability of facilities such as chairs and tables in the waiting room when officers provide services to the community?	a. Availability is always there	10	40	
		b. Availability is somewhat lacking	15	60	
		c. Availability is not there	-	-	

From the table above regarding tangible (physical evidence) for community respondents, it can be stated that 10 respondents (40%) said that the officers are always well-groomed when providing services to the community, and 15 respondents (60%) said that the officers are less well-groomed when providing services to the community.

Furthermore, 10 respondents (40%) said that there are available facilities such as computers when officers provide services to the community, and 15 respondents (60%) said that there are fewer available facilities such as computers when officers provide services to the community.

Meanwhile, 10 respondents (40%) said that there are available facilities such as chairs and tables in the waiting room when officers provide services to the community, and 15 respondents (60%) said that there are fewer available facilities such as chairs and tables in the waiting room when officers provide services to the community.

Based on the responses of the community respondents regarding tangibles (physical evidence) at the Tihu Village Office, Teluk Ambon Subdistrict, Ambon City, it can be concluded that generally, the officers are less well-groomed when providing services to the community, and there is also a lack of computers as well as chairs and tables in the waiting room when officers provide services to the community.

2. Reliability

Respondent feedback on reliability can be seen in the table below:

Table 3 Respondent Feedback on Reliability from Employees

No	Question Description	Answer Choices	F	%	Ket
1	According to you, are the employees always punctual in providing services to the public?	a. Always punctual b. Less punctual c. Not punctual	1 3 1	20 60 20	N=5
2	According to you, is there accuracy in the service provided by employees when the community needs it?	a. There is accuracy b. Less accuracy c. No accuracy	1 2 2	20 40 40	
3	According to you, do the public always feel satisfied with the services provided by the employees?	a. Always satisfied b. Less satisfied c. Not satisfied	2 3 -	40 60 -	

From the table above concerning reliability for employee respondents, it can be said that 1 respondent (20%) stated that employees are always punctual in providing services to the community, 3 respondents (60%) stated that employees are less punctual, and 1 respondent (20%) stated that employees are not punctual in providing services to the community.

Furthermore, 1 respondent (20%) stated that there is accuracy in the service provided by employees when the community needs it, 2 respondents (40%) stated that there is less accuracy, and 2 respondents (40%) stated that there is no accuracy in the service provided by employees when the community needs it.

Meanwhile, 2 respondents (40%) stated that the community always feels satisfied when employees provide services, and 3 respondents (60%) stated that the community feels less satisfied when employees provide services.

Based on the employee respondents' answers regarding reliability at the Tihu Urban Village Office in Teluk Ambon District, Ambon City, it can be concluded that employees are generally less punctual in providing services to the community, resulting in the community feeling less satisfied with the services provided by the employees.

Table 4 Community Respondents' Responses Regarding Reliability

Table 1 Community Respondents' Responses Regarding Reliability					
No	Question Description	Answer Choices	F	%	Ket
1	According to you, do the employees always provide timely service to the community?	a. Always punctual	7	28	N=25
		b. Less punctual	12	48	
		c. Not punctual	6	24	
2	Menurut Bapak/Ibu/Sdr/i, apakah ada akurasi pemberian pelayanan yang dilakukan pegawai ketika masyarakat membutuhkan pelayanan?	a. There is accuracy	8	32	
		b. Less accuracy	10	40	
		c. No accuracy	7	28	
3	According to you, do the public always feel satisfied with the services provided by the employees?	a. Always satisfied	8	32	
		b. Less satisfied	10	40	
		c. Not satisfied	7	28	

From the table above concerning reliability for community respondents, it can be stated that 7 respondents (28%) said that employees always provide timely service to the community, 12 respondents (48%) said that employees are less timely in providing service to the community, and 6 respondents (24%) said that employees are not timely in providing service to the community.

Next, 8 respondents (32%) stated that there is accuracy in the service provided by employees when the community needs it, 10 respondents (40%) stated that there is less accuracy in the service provided by employees when the community needs it, and 7 respondents (28%) stated that there is no accuracy in the service provided by employees when the community needs it.

Meanwhile, 8 respondents (32%) said that the community always feels satisfied when employees provide services, 10 respondents (40%) said that the community is less satisfied when employees provide services, and 7 respondents (28%) said that the community is not satisfied when employees provide services.

Based on the answers from community respondents regarding reliability at the Tihu Village Office, Teluk Ambon District, Ambon City, it can be concluded that employees are less timely in providing services to the community and there is less accuracy in the service provided by employees when the community needs it, resulting in the community being less satisfied when employees provide services.

3. Responsiveness

Responses from respondents regarding responsiveness can be seen in the table below:

Table 5 Employee Respondent Responses Regarding Responsiveness

No	Question Description	Answer Choices	F	%	Ket
1	According to you, is there a willingness of employees to provide services to the community?	a. There is willingness b. There is less willingness c. There is no willingness	2 2 1	40 40 20	N=5
2	According to you, is there a willingness from employees to help provide services according to the desires of the community they serve?	a. There is willingness b. There is less willingness c. There is no willingness	1 3 1	20 60 20	
3	According to you, is there accuracy in the employees' responses to the desires of the community they serve?	a. There is accuracy b. There is less accuracy c. There is no accuracy	1 4 -	20 80 -	

Based on the table above regarding responsiveness for employee respondents, it can be said that 2 respondents (40%) indicated there is willingness from employees to provide services to the public, 2 respondents (40%) indicated there is less willingness from employees to provide services, and 1 respondent (20%) indicated there is no willingness from employees to provide services.

Furthermore, 1 respondent (20%) indicated there is willingness from employees to assist in providing services according to the desires of the public being served, 3 respondents (60%) indicated there is less willingness from employees to assist in providing services according to the desires of the public being served, and 1 respondent (20%) indicated there is no willingness from employees to assist in providing services according to the desires of the public being served.

Additionally, 1 respondent (20%) indicated there is accuracy from employees in responding to the desires of the public being served, and 4 respondents (80%) indicated there is less accuracy from employees in responding to the desires of the public being served.

Based on the answers from employee respondents regarding responsiveness at the Tihu Urban Village Office in Teluk Ambon Subdistrict, Ambon City, it can be concluded that there is generally a willingness from employees to provide services to the public. However, there is still a lack of willingness from employees to assist in providing services according to the desires of the public being served, and there is less accuracy from employees in responding to the desires of the public being served.

Table 6 Responses of Public Respondents Regarding Responsiveness

No	Question Description	Answer Choices	F	%	Ket
1	According to you, is there a willingness of employees to provide services to the community?	a. There is willingness b. There is less willingness c. There is no willingness	6 15 4	24 60 16	N=25
2	According to you, is there a willingness from employees to help provide services according	a. There is willingness b. There is less willingness	5 15	20 60	
			5	20	

	to the desires of the community they serve?	c. There is no willingness		
3	According to you, is there accuracy in the employees' responses to the desires of the community they serve?	a. There is accuracy	5	20
		b. There is less accuracy	10	40
		c. There is no accuracy	10	40

From the table above regarding responsiveness (*daya tanggap*) for public respondents, it can be stated that 6 respondents (24%) mentioned that there is availability of employees in providing services to the public, 15 respondents (60%) mentioned that there is insufficient availability of employees in providing services to the public, and 4 respondents (16%) mentioned that there is no availability of employees in providing services to the public.

Furthermore, 5 respondents (20%) mentioned that there is willingness from employees to assist in providing services according to the desires of the served community, 15 respondents (60%) mentioned that there is insufficient willingness from employees to assist in providing services according to the desires of the served community, and 5 respondents (20%) mentioned that there is no willingness from employees to assist in providing services according to the desires of the served community.

Additionally, 5 respondents (20%) mentioned that there is accuracy from employees in responding to the desires of the served community, 10 respondents (40%) mentioned that there is insufficient accuracy from employees in responding to the desires of the served community, and 10 respondents (40%) mentioned that there is no accuracy from employees in responding to the desires of the served community.

Based on the responses from public respondents regarding responsiveness at the Tihu Urban Village Office in Teluk Ambon Subdistrict, Ambon City, it can be concluded that there is still insufficient availability of employees in providing services to the public, insufficient willingness from employees to assist in providing services according to the desires of the served community, and insufficient accuracy from employees in responding to the desires of the served community.

4. Assurance

Respondent responses regarding assurance (guarantee) can be seen in the table below.

Table 7 Employee Respondent Responses Regarding Assurance

No	Question Description	Answer Choices	F	%	Ket
1	According to Sir/Madam/Mr./Ms., does the employee always have knowledge about the needs of the community they serve?	a. Always have knowledge	1	20	N=5
		b. Lack knowledge	3	60	
		c. Have no knowledge	1	20	
2	According to Sir/Madam/Mr./Ms., does the employee always instill confidence in the community members who need service?	a. Always provide confidence	2	40	
		b. Lack confidence	1	20	
		c. Do not provide confidence	2	40	
3	According to Sir/Madam/Mr./Ms., does the community always receive safe service from the employees serving them?	a. Always receive service	2	40	
		b. Less receive service	1	40	
		c. Do not receive service	2	20	

From the table above concerning assurance for employee respondents, it can be said that 1 respondent (20%) stated that employees always have knowledge about the needs of the community in dealing with matters, 3 respondents (60%) stated that employees lack knowledge about the needs of the community in dealing with matters, and 1 respondent (20%) stated that employees do not have knowledge about the needs of the community in dealing with matters.

Furthermore, 2 respondents (40%) stated that employees always give confidence to the community that needs services, 1 respondent (20%) stated that employees lack confidence in the community that needs services, and 2 respondents (40%) stated that employees do not give confidence to the community that needs services.

Meanwhile, 2 respondents (40%) stated that the community always gets safe service from the employees who serve them, 1 respondent (20%) stated that the community gets less safe service from the employees who serve them, and 2 respondents (40%) stated that the community does not get safe service from the employees who serve them.

Based on employee respondents' answers regarding assurance at the Tihu Sub-district Office in Teluk Ambon, Ambon City, it can be concluded that generally employees lack knowledge about the needs of the community in dealing with matters, and employees lack confidence in the community that needs services, resulting in the community not receiving safe service from the employees who serve them.

Table 8 Community Respondent Responses Regarding Assurance

No	Question Description	Answer Choices	F	%	Ket
1	According to Sir/Madam, does the employee always have knowledge about the needs of the community they deal with?	a. Always have knowledge b. Lack knowledge c. No knowledge	7 18 -	28 72 -	N=25
2	According to Sir/Madam, does the employee always provide trust to the community in need of services?	a. Always provide trust b. Lack trust c. No trust	5 15 5	20 60 20	
3	According to Sir/Madam, does the community always receive safe service from the serving employee?	a. Always receive service b. Receive inadequate service c. Do not receive service	8 12 5	32 48 20	

Based on the table above regarding assurance (jaminan) for community respondents, it can be stated that: 7 respondents (28%) mentioned that employees always have knowledge about the needs of the public dealing with, while 18 respondents (72%) said that employees lacked knowledge about the needs of the public dealing with. 5 respondents (20%) mentioned that employees always trust individuals needing service, 15 respondents (60%) said that employees lacked trust towards individuals needing service, and 5 respondents (20%) said that employees didn't trust individuals needing service. Additionally, 8 respondents (32%) said that the public always receive safe services from the employees providing them, 12 respondents (48%) said that the public received unsafe.

5. Empathy

Respondents' responses regarding empathy (empati) can be seen in the table below:

Table 9 Employee Respondents' Responses Regarding Empathy

No	Question Description	Answer Choices	F	%	Ket
1	According to Mr./Mrs./Ms./Sir/Madam, is there willingness among employees when listening to complaints from the community they serve?	a. Willingness is present b. Willingness is somewhat lacking c. Willingness is not present	1 4 -	20 80 -	N=5
2	According to Mr./Mrs./Ms./Sir/Madam, is there willingness among employees to pay attention to the conditions of the	a. Willingness is present b. Willingness is somewhat lacking c. Willingness is not present	1 1 3	20 20 60	

	community when providing services?			
3	According to Mr./Mrs./Ms./Sir/Madam, is there willingness among employees to provide assistance to community members who are elderly or sick?	a. Willingness is present	1	20
		b. Willingness is somewhat lacking	2	40
		c. Willingness is not present	2	40

From the table above concerning empathy (empati) for employee respondents, it can be stated that: 1 respondent (20%) mentioned that there is willingness among employees when listening to complaints from the community they serve, while 4 respondents (80%) said that there is somewhat lacking willingness among employees when listening to complaints from the community they serve.

Furthermore, 1 employee respondent (20%) stated that there is willingness among employees to pay attention to the conditions of the community when providing services, 1 respondent (20%) mentioned that there is somewhat lacking willingness among employees to pay attention to the conditions of the community when providing services, and 3 respondents (60%) stated that there is no willingness among employees to pay attention to the conditions of the community when providing services.

Meanwhile, 1 respondent (20%) mentioned that there is willingness among employees to provide assistance to community members who are elderly or sick, 2 respondents (40%) said that there is somewhat lacking willingness among employees to provide assistance to community members who are elderly or sick, and 2 respondents (40%) stated that there is no willingness among employees to provide assistance to community members who are elderly or sick.

Based on the responses of employee respondents regarding empathy (empati) at the Tihu Sub-district Office, Teluk Ambon District, Ambon City, it can be concluded that generally there is somewhat lacking willingness among employees to listen to community complaints, no willingness among employees to pay attention to the conditions of the community when providing services, and no willingness among employees to provide assistance to elderly or sick community members.

Table 10 Community Respondents' Responses Regarding Empathy

No	Question Description	Answer Choices	F	%	Ket
1	According to Mr./Mrs./Ms./Sir/Madam, is there willingness among employees when listening to complaints from the community they serve?	a. Willingness is present	8	32	N=25
		b. Willingness is somewhat lacking	17	68	
		c. Willingness is not present	-	-	
2	According to Mr./Mrs./Ms./Sir/Madam, is there willingness among employees to pay attention to the conditions of the community when providing services?	a. Willingness is present	5	20	
		b. Willingness is somewhat lacking	15	60	
		c. Willingness is not present	5	20	
3	According to Mr./Mrs./Ms./Sir/Madam, is there willingness among employees to provide assistance to community members who are elderly or sick?	a. Willingness is present	5	20	
		b. Willingness is somewhat lacking	11	44	
		a. Willingness is not present	9	36	

From the table above concerning empathy (empati) for employee respondents, it can be stated that: 8 community respondents (32%) mentioned that there is willingness among employees when listening to complaints from the community they serve, while 17 respondents (68%) stated that there is

somewhat lacking willingness among employees when listening to complaints from the community they serve.

Furthermore, 5 respondents (20%) mentioned that there is willingness among employees to pay attention to the conditions of the community when providing services, 15 respondents (60%) stated that there is somewhat lacking willingness among employees to pay attention to the conditions of the community when providing services, and 5 respondents (20%) mentioned that there is no willingness among employees to pay attention to the conditions of the community when providing services.

Meanwhile, 5 respondents (20%) mentioned that there is willingness among employees to provide assistance to community members who are elderly or sick, 11 respondents (44%) stated that there is somewhat lacking willingness among employees to provide assistance to community members who are elderly or sick, and 9 respondents (36%) mentioned that there is no willingness among employees to provide assistance to community members who are elderly or sick.

Based on the responses of community respondents regarding empathy (empati) at the Tihu Sub-district Office, Teluk Ambon District, Ambon City, it can be concluded that there is still a lack of willingness among employees when listening to complaints from the community they serve, and a lack of willingness among employees to pay attention to the conditions of the community when providing services, as well as no willingness among employees to provide assistance to elderly or sick community members.

CONCLUSION

Based on the problem formulation in this study, which examines the extent of service quality at the Tihu Sub-district Office, Teluk Ambon District, Ambon City, after data collection, processing, and analysis using frequency tables, it can be concluded that the service quality at the Tihu Sub-district Office, Teluk Ambon District, Ambon City is not yet satisfactory. This conclusion is supported by employees' lack of punctuality in providing services to the community, insufficient responsiveness of employees to the desires of the community they serve, and a lack of willingness among employees to listen to community complaints.

Based on the above conclusion indicating that the service quality at the Tihu Sub-district Office is not yet satisfactory, the researcher suggests that employees use the findings of this study to optimize their services to the community, aiming to enhance their competencies so that goals can be achieved more effectively.

REFERENCES

- Akay, R., Kaawoan, J. E., & Pangemanan, F. N. (2021). Disiplin Pegawai Dalam Meningkatkan Kualitas Pelayanan Publik di Kantor Kecamatan Tikala. *Governance*, 1(1).
- Almahdali, H., & Sakir, A. R. (2024). Analysis of Public Service Quality at the Sirimau Sub-District Office in Ambon City. *Perkembangan Kajian Sosial*, 1(1), 47-62.
- Amin, M. (2020). Pengaruh Profesionalisme Aparatur Terhadap Kualitas Pelayanan Publik Bidang Administrasi Pemerintahan. *PUBLIC POLICY; Jurnal Aplikasi Kebijakan Publik dan Bisnis*, 1(2), 137-1
- Anggraini, S. P., & Suaidah, S. (2022). Sistem Informasi Sentral Pelayanan Publik dan Administrasi Kependudukan Terpadu dalam Peningkatan Kualitas Pelayanan Kepada Masyarakat Berbasis Website (Studi Kasus: Desa Endang Mulyo). *Jurnal Teknologi Dan Sistem Informasi*, 3(1), 12-19.
- Anggraini, S. P., & Suaidah, S. (2022). Sistem Informasi Sentral Pelayanan Publik dan Administrasi Kependudukan Terpadu dalam Peningkatan Kualitas Pelayanan Kepada Masyarakat Berbasis Website (Studi Kasus: Desa Endang Mulyo). *Jurnal Teknologi Dan Sistem Informasi*, 3(1), 12-19.

- Ferdinandito, A., & Haryani, T. N. (2021). Gaya kepemimpinan servant leadership dalam meningkatkan kualitas pelayanan publik. *Jurnal Mahasiswa Wacana Publik*, 1(1), 190-202.
- Firmansyah, A. C., & Rosy, B. (2021). Pengaruh Kualitas Pelayanan Publik Terhadap Kepuasan Masyarakat. *Journal of Office Administration: Education and Practice*, 1(2), 82-93.
- Hidayah, D. D. (2020). Kualitas pelayanan publik (studi pelayanan administrasi kependudukan di kecamatan Cipatujah kabupatenTasikmalaya). *Dinamika: Jurnal Ilmiah Ilmu Administrasi Negara*, 7(1), 28-34.
- Lukman, J. P., & Sakir, A. R. (2024). Transformasi Digital dalam Administrasi Publik: Peluang dan Tantangan. *MULTIPLE: Journal of Global and Multidisciplinary*, 2(1), 1042-1049.
- Putri, S. N. A. (2022). Optimalisasi Kualitas Pelayanan Publik Dengan Program Kalimasada Melalui Aplikasi Klampid Di Kelurahan Nginden Jangkungan. *Community Development Journal: Jurnal Pengabdian Masyarakat*, 3(2), 1112-1117.
- Putri, S. N. A. (2022). Optimalisasi Kualitas Pelayanan Publik Dengan Program Kalimasada Melalui Aplikasi Klampid Di Kelurahan Nginden Jangkungan. *Community Development Journal: Jurnal Pengabdian Masyarakat*, 3(2), 1112-1117.
- Sakir, A. R., Almahdali, H., & Amaliah, Y. (2023). Analysis of the Performance of the Sub-District Government in Public Services in Lamuru Sub-District, Bone Regency. *Politeia: Journal of Public Administration and Political Science and International Relations*, 1(1), 46-56.
- Suryantoro, B., & Kusdyana, Y. (2020). Analisis Kualitas Pelayanan Publik Pada Politeknik Pelayaran Surabaya. *Jurnal Baruna Horizon*, 3(2), 223-229.