THE INFLUENCE OF LEGISLATIVE REGULATIONS ON SERDANG BERDAGAI’S PUBLIC SERVICE

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Abstract
In reality, the implementation of public services is a mandate given by the community to state or government administrators (executives and legislatures) whose purpose is to improve the welfare of the community. The purpose of this study was to prove and analyze the influence of the Serdang Berdagai DPRD Policy on Public Sector Services in Kec. Serdang Berdagai. The method used in this research is a survey method with a quantitative approach. The population of this research is the people of Kec. Serdang Berdagai. The results showed that the policy of the Serdang Berdagai DPRD had a positive and significant effect on public sector services in the district. Serdang Berdagai. Likewise, the description of the results of the Serdang Berdagai DPRD's policy shows very good results and the correlation value of the Serdang Berdagai DPRD's policy on Public Sector Services has a strong value and also a strong position.

Keywords: Policy, public service, legislative regulations

INTRODUCTION

According to Afandi and Warjio in the research of Abdullah Ramadhan and Muhammad Ali Ramadhan (2017), development is an activity carried out by the Government, society and the private sector that usually takes place sustainably and correlates with the goal to improve the welfare of the people both materially and spiritually. Development must be controlled through a policy that has guidelines for the implementation of actions and contains certain rules to provide guarantees for the development process to be directed in accordance with the objectives that have been set.

This becomes very important for the community as well as the government. With that, efforts are needed to improve the quality of public services in a sustainable manner. Effective and efficient public services from the government can improve the welfare of economic activities as well as in the social field. Not only that, he is also able to strengthen democracy and human rights, reduce poverty, increase area protection, so be very responsible in the use of natural energy resources, and also expand confidence in government and public administration.

Basically, the procurement of public services is a mandate given by the community to the government to improve the welfare of the community. This welfare improvement is applied to prioritize basic services for the community (Hutahayan, 2019). Public services automatically form an image of the performance of the government, because however, the policies that concern public services are not separated from bureaucracy (Dwi, 2017). Public demands for public services are closely related to bureaucratic moral and ethical issues (Rinaldi, 2012).
Therefore, it is very clear that the task of public service torture, will work well if supported by morals and ethics, as well as the actions of professional apparatus in the implementation of duties.

In this case, it will be able to increase the effectiveness of public services carried out by government apparatus. Work by government bureaucracies related to public services should be a guideline. To establish sustainable conditions, government efforts are needed. Even after the New Order government, bureaucratic improvement should have been done a lot.

However, in reality, there are still very few citizens who can control public services as a right and not a government grant. Especially in the case of the implementation of public services. Some residents still minimize the description of public services that are still meant as government gifts. Society dominates public services as shopping activities that use government money.

Such a description wants to share the consequences if the citizens want to hand over the entire management of public services to the government. Because in the description of the money spent on public services that belongs to the government. People feel they have no right to interfere in the management of public services.

Based on the fact that the implementation of public services, especially in Serdang Berdagai Sub-District still has some obstacles. These obstacles could have come from the community itself or it could have been in terms of government. One of the obstacles is that the policy mentioned does not have a large space, comfortable and sufficient for the growth of participation in the implementation of public services to the community. Not only that, another case is that there is still little understanding of citizens that public services are part of their socio-political life which is why citizens should be obliged to participate in the process of policy making sourced from public services.

The public also still has a low active participation in public service policy. It is also the political commitment of most governments that are obstacles. The inaccuracy of the government in the implementation of the public to the point that it is difficult for the public to have access to information related to public services as well as any pre-condition that must be met. Information systems in public services are still very passive therefore people are reluctant to participate.

In addition, the legal tools that should be a reference to provide guarantees of community participation are still very minimal. Based on these constraints, therefore the author is interested in responding to the research entitled "The Influence of Legislative Regulations on Serdang Berdagai’s Public Service."

**Public Policy**

Policy is a process consisting of several decisions that are related to broader matters, so that policy comes from many parties with various interests and authorities. Dye (1987) shares the interpretation that public policy is whatever the government chooses to try or not try. And something that must be remembered in describing public policy is that the definition must have an interpretation of what exactly the government must try and what is not required to be tried by the government. This is tried to carry out implementation and assessment sessions. Therefore, public policy wants to be more appropriate if it covers the direction of action and is not just a proposal.
Public Zone Service

Koetamsi (1997) stated that the essence of citizen services is to increase the quality and productivity of torture and for the task of government agencies in the field of public services, to reduce efforts to streamline the system and service management, so that citizen services can be provided more effectively and successfully, and the emergence of creativity, initiative and position and citizens in development and improve the welfare of the wider community.

Definition of Operational Concepts

Public Service referred to in this study is a public service carried out in an integrated activity that is simple, open, smooth, fast, complete, reasonable and affordable also contains certain elements. Public services are seen from various dimensions, namely reliability (Abilities to carry out the promised services appropriately and reliably), responsiveness (Willingness to help customers provide services quickly or responsively), confidence (Employee decency and knowledge and their ability to engender trust and confidence), empathy (Conditions for caring, giving personal attention to customers), and tangible (Physical facilities, equipment, personal, and communication media).

METHOD

This research was conducted by surveying the community on Serdang Berdagai Sub-District. The method carried out in this study is a quantitative method, namely by testing existing hypotheses to find the truth of the hypothesis (Ferdinand, 2006).

This quantitative method is used to find out the reason if this study seeks to prove hypotheses regarding the evaluation of the implementation of public service policies in the office of the DPRD of Serdang Berdagai Sub-District. The population of this study is the community, civil servants, honor, private labor. The sample of this study amounted to 35 people based on 5% error (Sutojo, 2015).

Data collection techniques use questionnaires, documentation and also interviews. The measurement scale used in compiling this questionnaire is five Likert scales with scales 1 (Strongly disagree), 2 (Not agreed), 3 (Disagree), 4 (Agree), 5 (Strongly Agree).

Data analysis techniques use simple linear analysis tests using the SPSS 2.0 program. This simple linear regression model is used to determine the influence of independent variables with dependents. This model is used to test whether there is a causal relationship between the two variables to examine how large the fence between the independent variables of the DPRD Serdang Berdagai policy against one dependent variable, namely public sector service with a value of $\alpha$ below 0.05 and R Square above 60%.

RESULTS AND DISCUSSION

Policy of DPRD Serdang Berdagai

In practice in the field one form of public policy is a program or development project. After the implementation stage of the program, until usually tried assessment activities aimed at recognizing whether the objectives of public policy have been achieved and whether the consequences that arise after public policy are tried with alibis because the programs or it can be due to other factors.
The results show a description of the policy of the DPRD Serdang Berdagai that has been carried out in accordance with the stipulated provisions. From the picture it is known that the dimension of the position with the highest value is an indicator of human resources or personnel with a value of 57.1% with the category that respondents agree that service through human resources by the DPRD Serdang Berdagai are very good. The lowest score is a structural indicator with a value of 48.6% although it is still in the good category.

From these results showed that the DPRD Serdang Berdagai policy is very influential on quality public services. Thus, excellent and efficient policies will greatly help the process of establishing good public service programs and acceptable to the surrounding community.

Based on these findings, it is illustrated that communication, human resources, disposition and structure of work and good policies will provide optimal services for the community. It becomes the embodiment to run government programs smoothly and efficiently.

Public Sector Service Serdang Berdagai Sub-District

The results showed that the description of The Public Sector Service of Serdang Berdagai has been running with the provisions set and also expected. Evident from the highest value processing of 68.6% which shows the category that the public strongly agrees that the appearance of physical facilities, personal equipment and communication media in the Office of the DPRD Serdang Berdagai is very good. Reliability and confidence indicators have the same value and are also the lowest values of all. However, the ability to carry out the promised services appropriately and reliably as well as the knowledge and decency of employees and their ability to generate trust and confidence in the office of the DPRD Serdang Berdagai is also good.

From the results above it can be concluded that public sector services will be successful or qualified if carried out in accordance with applicable provisions. As it is known that in realizing
good public sector services, government policies become inseparable. The two have an inevitable cause-and-effect relationship. That is, the good and optimal community response is caused by communication. Reliability, empathy and good trust between the community by the employees of the DPRD Serdang Berdagai. Likewise, the overall government policy is influenced by the supporting component of improving public services. Therefore, the policy of the DPRD Serdang Berdagai must support its capacity to the performance of employees and public sector services in Serdang Berdagai Sub-District.

**The Influence of The Serdang Regional Parliament Policy on Public Sector Services in Serdang Berdagai Sub-District**

Table 1. Simple Linear Regression Test Results

<table>
<thead>
<tr>
<th>Variabel</th>
<th>Coefficient</th>
<th>Std. Error</th>
<th>t-Statistic</th>
<th>Prob</th>
</tr>
</thead>
<tbody>
<tr>
<td>Constanta</td>
<td>12.581</td>
<td>3.905</td>
<td>3.222</td>
<td>0.003</td>
</tr>
<tr>
<td>Policy of DPRD Serdang Berdagai</td>
<td>0.591</td>
<td>0.254</td>
<td>2.330</td>
<td>0.026</td>
</tr>
<tr>
<td>R Squared : 0.763</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Adj. R² : 0.701</td>
<td>F-Statistic</td>
<td>5.430</td>
<td>Prob</td>
<td>0.026</td>
</tr>
<tr>
<td>D-W : 2.034</td>
<td></td>
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</tbody>
</table>

The results of the above research showed that the policy of the DPRD Serdang Berdagai had a significant and positive effect on the Public Sector Service of Serdang Berdagai. With a sig value of 0.026 < α 0.05 which means that both variables show significant results. The coefficient of determination (R2) is 76%. This means that the policy of the DPRD Serdang Berdagai has an effect of 76% on public sector services. And 24% is affected by other variables.

From these results it can be known that in creating good and efficient public sector services, government policies must be really planned and managed properly. That way it will create a good and conducive public sector service and ultimately become qualified because all forms of information and services provided can be received by the people of Serdang Berdagai Sub-District.

**CONCLUSION**

Firstly, regarding the Policy of the DPRD Serdang Berdagai shows an excellent category. It is known that the dimension with the highest research is human resources with categories that the community or respondents agree that service through human resources is very good and adequate. The Disposition indicator becomes the lowest indicator among other indicators even though it is still in the good category. Second, the description of public services that became the final review for the implementation of the policy of the DPRD Serdang Berdagai to run well and the good news is that the policy has been carried out in accordance with the provisions that have been established so as to show efficient public service in Serdang Berdagai. Evident from the acquisition of the highest values listed through the indicator of responsiveness shows the category that the public strongly agrees that the appearance of physical facilities, personal equipment and communication media in the office of the DPRD Serdang Berdagai is very good. The indicator of reliability and confidence has the same value and is also the lowest value of
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all. However, the ability to carry out the promised services appropriately and reliably as well as the knowledge and decency of employees and their ability to generate trust and confidence in the office of the DPRD Serdang Berdagai is also good. The relationship between the Policy of the DPRD Serdang Berdagai towards public service Serdang Berdagai has a significant and positive influence. This means that the research hypothesis that says "There is a significant influence of DPRD policy variables on public service" is accepted with an effect rate of 76% and 24% influenced by other variables.

The implications that arise from the results of this study are: 1) the ability to carry out the promised services appropriately and reliably carried out properly by all employees of the DPRD Serdang Berdagai; 2) The willingness to help customers provide services quickly or responsively has been done well by DPRD employees Serdang Berdagai; 3) The knowledge and decency of employees and their ability to generate trust and confidence or assurance are also well done by the employees of the DPRD Serdang Berdagai; 4) Caring and giving personal attention to customers has been done well by DPRD employees Serdang Berdagai; 5) Physical facilities, equipment and personal and communication media have also been carried out well by employees of DPRD Serdang Berdagai.

REFERENCES


