Analysis of Fundamental Services in Kupang City NUSA Tenggara Timur

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Abstract

This study analyzes people's access to the use of basic service facilities in Kupang City, East Nusa Tenggara. Research on the portrait of basic service functions in Kupang City.

Kupang City has a high enough potential to advance basic service facilities, but it is not supported by adequate facilities and infrastructure. The absence of these supporting facilities will certainly reduce the quality of basic services in Kupang City. This research provides benefits for the NTT provincial government and can be used as a reference in improving facilities and improving basic services from bureaucrats, because the innovation of this study is the SPM of basic services that are good in accordance with the low conditions of basic service facilities.

Research Approaches and Types the implementation of this research uses quantitative descriptive methods using schalogram analysis, because the aim is to describe and describe what it is about a particular variable, symptom, state or social phenomenon. So it is hoped that with better basic services from the bureaucrats, it is expected to improve the bad image of bureaucrats in Kupang City.

Keywords

Basic Services, Schalogram Analysis, and Kupang City.

Introduction

In Law Number 25 of 2009, Public Service is an activity or series of activities in order to fulfill the need for fulfillment of service needs in accordance with the laws and regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers. From Law Number 25/2009, the fulfillment of basic needs is the focus of the central and regional governments to meet the basic needs of their people.

The scope of public services looks at some of the basic needs of society, which include public goods services, public services and administrative services. Public services that include public goods services, public services and administrative services including: education, teaching, work and business, housing, communication and information, health, environment, social security, energy, banking, natural resources, tourism and strategic sectors other.

In the 2019 Government Work Plan (RKP), basic services are contained in the National Priorities for Human Development through poverty reduction and improvement of village services supported by priority programs. The national priority of human development through poverty reduction and improvement of basic services with a focus on: 1) accelerating poverty reduction, 2) improving public health and nutrition services, 3) equitable quality education services, 4) increasing public access to decent housing and housing, 5) improvement of basic service governance.

1. Education

In the period 2010 to 2018, human development in Indonesia has shown continuous improvement. In the field of education, participation in education is quite high with a trend that is in line with the 2015-2019 RPJMN target. Student interest in continuing to junior high or high school is still quite high. HDI, especially for the education sector in NTT province, from 2015 to 2018 has a positive trend.

2. Health

The HDI in the health sector from 2015 to 2018 has a positive development, this illustrates the hard work of the health office in improving all health support facilities and infrastructure in all districts / cities in the province of NTT which can improve the level of public health.

3. Housing and Settlements

Based on access to safe drinking water, proper housing and access to proper sanitation during 2015 to 2018, access to clean water in NTT Province is 62.72% (2015) 60.04% (2016) and 65.20 (2017) and 72.41 (2018). The figures in 2015 to 2017 are also lower than the national achievement which is targeted to reach above 70% in three years, while in 2018 it has been able to match the national target of above 70%. Various problems of access to proper drinking water in NTT Province, especially in Kupang City, are the lack of water resources, rainfall, dry soil conditions and inefficient management of water management companies.

4. Development of Business and Tourism

The classic problem that continues to be a barrier to the advancement of the tourism sector in Kupang City is management that is not optimal. The potential for natural beauty and other tourist attractions does not have a significant impact on the economy of the people of NTT, especially Kupang City.

5. Energy Security

Energy security is needed to meet the demand for electricity from the people of the province of NTT which is experiencing slow development, this is due to the limited supply of electricity that currently exists. Electrification to see the ratio of the number of people who have received electricity to the total population in the province of NTT. For Kupang City, energy security, especially the need for electricity, is sufficiently fulfilled.

Based on the description on the background above, the authors formulate the problem which is the basis of the study in the research as follows: How do basic services function in Kupang City?

This study analyzes people's access to the use of basic service facilities, in the city of Kupang as the capital of NTT province. The reason for choosing the city of Kupang as the location of this research is because if basic services in Kupang city are good, it does not mean that basic services in other districts are good. And if basic services in Kupang city are poor / low, it does not mean that basic services in the district are also bad. Kota Kupang as a barometer of basic services has become a reference for other districts to fix basic service improvements for the community. Research on the portrait and evaluation of basic service policies in the city of Kupang is very important because it will have an

impact on improving and improving basic services in the city of Kupang with the stigma of being the poorest province in Indonesia.

When viewed further, the city of Kupang is a barometer to measure the satisfaction of basic services from the bureaucracy to the community. This is because the city of Kupang as an area that has many public facilities or goods is not well used for services to the community. Kupang City has a high enough potential to advance basic service facilities, but it is not supported by adequate facilities and infrastructure. The absence of these supporting facilities will certainly reduce the quality of basic services in the capital city of NTT province.

In addition, the existence of an urbanization process in an uncontrolled globalization era also urges the productivity of basic services in the city of Kupang. Based on these conditions, a basic service development concept is needed that can bridge all the basic needs of the community, especially in the city of Kupang.

Literature Review and Hypothesis Development

A. Public Service

Public services are a form of government intervention towards the community in an effort to fulfill their needs, but until now this intervention has not been fully felt by the community, so there are still many complaints about the low quality of public services (Mahsyar, 2011). Public services carried out by the government and local governments are aimed at to fulfill basic services, where basic services are public services to meet the basic needs of citizens.

Good public service is influenced by the condition of the public goods themselves. If the existing public goods are good, then it will affect the service to the needs of the community. Mahsyar (2011) the public always demands the quality of public services from bureaucrats, even though the demand is not in line with expectations because empirically what has happened so far is still marked by things convoluted, slow, expensive, uncertain, tiresome. Furthermore, the main problem of public servants is currently associated with improving the quality of service itself (Mahsyar, 2011).

The quality of public services is the result of the interaction of various aspects, service systems, service provider human resources, strategies and customers (Mahsyar, 2011). On the other hand, Muhammad in Mahsyar (2011) states that the quality of service depends

on aspects such as how it is implemented, human resource support, and institutional management.

Law Number 25 of 2009 explains that public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers.

The needs of society which are realized in public services by the bureaucracy is something that most people want to feel in this era of decentralization. Therefore, it is necessary to implement services in the service sector so that the public can feel it. Because seeing the reality until now, people have not felt the maximum public service from the local government.

B. Basic Services

The Ministry of National Education (Depdiknas) in the Signs for the Implementation of Guidance and Counseling in the Formal Education Pathway (Naskah Akademik ABKIN, 2007) explains that basic services are defined as the process of providing assistance to all counseling through the preparation of classically structured experiences or groups presented systematically in in order to develop long-term behavior in accordance with the stages and tasks of development (which are set forth as a standard of independence competence) that are needed in developing the ability to choose and make decisions in living life.

In the health sector, strengthening quality primary health care is one of the health policy directions in the 2015-2019 RPJMN. However, access to and quality of basic health services currently does not reach the entire population, especially in underdeveloped, remote and Island. Basic health services are indispensable for achieving the unfulfilled Millennium Development Goals (MDGs), 2030 Sustainable Development Goals (SDGs) and Minimum Service Standards (MSS). The success of basic health services, which are mainly promotive and preventive, will reduce the burden of continued services (Ministry of National Development Planning/Bappenas, 2018). Furthermore, basic health services which are also called basic health services consist of several types of health services which are considered essential (very important) to maintain the health of a person, family and community in order to live productively socially and economically.

In detail, the objectives of basic services can be formulated as an effort to help counseling so that: 1) have awareness (understanding) of themselves and their environment

(education, work, socio-culture and religion), 2) be able to develop skills to identify responsibilities or a set of appropriate behavior for adjustment to their environment, 3) able to handle or meet their needs and problems, and 4) able to develop themselves in order to achieve their life goals (Yusuf, 2006).

C. Quality of Service

Quality has a close relationship with customer satisfaction. Quality provides an incentive to customers to forge a strong relationship with the company. About the definition or definition of quality can have different meanings for everyone, because quality has many criteria and very much depends on the context (Radito, 2014). Quality is the level of excellence expected and control over the level of excellence is to meet customer desires (Wykof in Tjiptono 1997).

Service is an activity or a series of activities that are invisible (cannot be felt) that occur as a result of interactions between consumers and employees or other things provided by service providers that are intended to solve consumer problems (Gronroos, 2007). Service is an appearance performance, intangible and quickly lost, can be felt more than owned, and customers can participate more actively in the process of consuming the service (Supranto, 2001). Service is any activity or benefits that can be given by one party to another, which is basically intangible and does not result in the selection of something and its production can or cannot be linked to a physical product (Kotler, 2004).

From the various definitions above, it can be concluded that service is an activity in the form of providing services or serving those who need it to meet their needs. So that service is a process of meeting needs through the activities of others directly. Service is an activity or sequence of activities that occur in direct interaction between one person and another.

Service quality is a comparison between the perceived service (perception) of consumers and the quality of service that consumers expect (Zithaml, 2004). If the perceived service quality equals or exceeds the expected service quality, then the service is said to be of high quality and satisfies consumers. Service quality based on manufacturing is the suitability of products with design specialties, while product-based quality is the level of product characteristics that can be measured (Gronroose, 2007).

So from the various definitions mentioned above, it can be concluded that service quality is the level of service excellence that can fulfill customer desires provided by an organization that can satisfy its customers.

D. Schalogram Analysis

Service center analysis is an analysis used to determine regional / regional service centers and sub-centers. The service center determines an area or guarantees that the area is developed or underdeveloped. The service center is the center of all activities including politics, socio-culture, economy, and technology. These activities are carried out through services provided by public and social facilities in it. Therefore, a city center must have good and adequate facilities. When viewed from its function, the regional center is a central place that acts as a service center for the regions behind it and a supplier of goods and services to the region.

Research Methodology

Research Location This research was conducted in Kupang City. The data used in this study are primary data and secondary data. Primary data used in this study were obtained through observation, questionnaires and interviews. For secondary data that is quantitative in nature, namely data in the form of numbers. Sources of data are obtained from official government publications such as the Central Bureau of Statistics (BPS), the Office of Education, health, housing and housing, business and tourism, as well as energy security, Baplitbangda and from other relevant sources. To answer the problems that have been determined in the problem formulation, analysis tools are used, namely:

1. Identification and analysis of the condition of basic service facilities in the district/city.

By using data sekunter in accordance with the criteria determined by the district/city that is the location of the research.

2. Schalogram analysis

Results and Discussion

A. Physical Conditions of the Region

Geographically, Kupang is located at 123 ° 32 '14 "- 123 ° 37' 01" East Longitude and 10° 36 '14 "- 10 ° 39' 58" South latitude, administratively, Kupang City consists of 6 Districts and 51 Kelurahan (2019), with an area of 260,127 km² / 26,012.74 ha, consisting of a land area of 165,337 km² / 16,533.70 ha and a sea area of 94,790 km² / 9,479.03 ha. The administrative boundaries for the Kupang city area based on the mapping and installation of stakes for the boundaries of the Kupang city are:

North Side: bordering Kupang Bay.

South Side: bordering West Kupang District and Nekamese District, Kupang Regency.

East side: bordering Central Kupang District and Taebenu District, Kupang Regency.

West side: bordering West Kupang District, Kupang Regency and the Semau Strait.

The area of Kota Kupang is generally located in the lowlands, and is topographically located in an area with an altitude between 0 - 350 masl (meters above sea level). If we look at the grouping of regions based on their topographical conditions which depict the high points of the area, the distribution in the Kota Kupang area can be described as follows:

The highest area above sea level with a high point of 100 - 350 masl., Is located in the southern part of the city of Kupang. The lowest area above sea level with a high point range of 0 - 70 masl, is located on the north and west coasts of Kupang City.
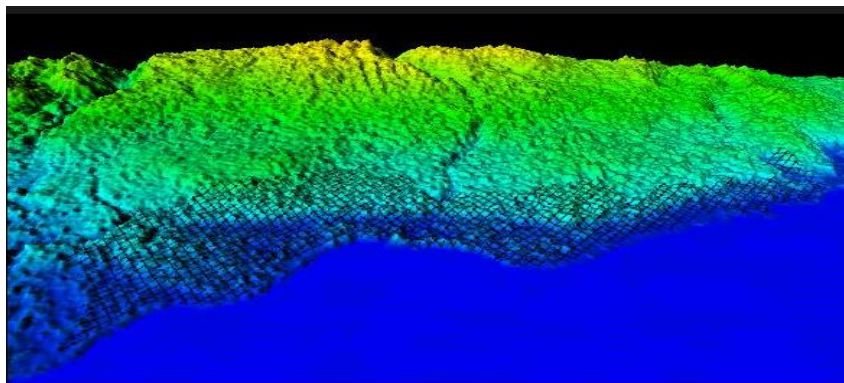

Figure 1 Altitude Visualization of Kupang City Using GDEM Aster Data

The total population of Kupang City to date in 2017 is 438,005 people, with a population distribution of 16,730 people / km2. The population growth rate averaged 3.47% per year. The economic base of Kota Kupang (LQ analysis results) is the service and trade sector (electricity, gas and drinking water, transportation, trade, hotels and restaurants, banking) Economic growth in Kupang City for the last several years is as follows: 2002 amounted to 6.17%; 2003 amounted to 5.91%; 2004 amounted to 5.84%; in 2005 amounted to 3.66%; in 2006 amounted to 5.19%. Economic growth has experienced unstable fluctuations. The latest BPS data in 2019 shows the economic growth of Kupang City of 6.8%.

B. Basic Services in Kupang City

The condition of basic services in the city of Kupang is an example for the form of services in NTT, because the city of Kupang can be said to be an area with an adequate

level of basic services. However, the condition of adequate basic service facilities does not guarantee that basic services in Kupang city are considered good and satisfactory to the community.

According to Fanggidae, et al. (2016) public service (public service) is one of the functions of government, which is absolutely implemented. The indicator of the success of public services provided by the government is community satisfaction with these services. For this reason, through KEPMENPAN No. 25/2004, the government has established General Guidelines for Preparation of Community Satisfaction Index for Service Units of government agencies, with the intention of knowing how much the level of public satisfaction with the services provided by the government. The community satisfaction index for services provided by the government measures: service procedures, service requirements, clarity of service officers, service officer discipline, service officer responsibility, service officer ability, service speed, service justice, service officer politeness, fairness of service costs, certainty service fees, certainty of service schedules, environmental comfort and, service safety. Conceptually, there are five principles that must be considered, so that service quality can be achieved, namely, tangible (touchable), realiable (reliability), responsiveness (responsibility), assurance (guarantee) and empathy (empathy).

The results of research by Fanggidae, et al. (2016) state that in the health sector, the level of service from the Puskesmas to the community as measured in the Community Satisfaction Index (IKM) shows that the level of satisfaction and quality of services provided by the Oepoi Community Health Center in Kupang City in 2019 is in the "Good" category with a total the conversion value of the nine SMI elements was 76.62. It is hoped that the Oepoi Health Center can improve the IKM elements that are in the bad category and at the same time maintain the good IKM elements so that the community remains satisfied with the service performance provided by the Oepoi Health Center.

With regard to government services in the tourism sector, based on the results of research by Tumimomor (2013), based on the Web-based Geographical Information System (GIS) in the city of Kupang, which includes information on types of tourism, tourist locations and additional tourist facilities in the form of hotel and travel information available in Kota Kupang, that information about tourism activities in the city of Kupang and in the city of Kupang is still covered by the province of NTT. This means that tourism information has not been translated to the district / city level so that the performance of local government administrators is still not working optimally even though the budget and public service facilities are always experiencing increases and improvements.

The service system to the community has changed from time to time, initially using direct (offline) services required the support of good and adequate service facilities so that services to the community are not disturbed and delayed, let alone canceled. The speed and accuracy of services to the community needs new innovations, especially with the Covid-19 pandemic situation which demands that services to the community must continue even though the community maintains their distance and avoids crowds, so indirect (online) services are a wise and wise choice for break the chain of spreading Covid-19.

Online services as part of the application of e-government in various Regional Apparatus Organizations (OPDs) are a form of service that has undergone a form of evolution which requires strong and good internet connectivity services so that the speed of service which is the motto of online services can be realized.

The results of Payong's research, Yohanes (2019), show that many applications are online. There are still 52.94% that are used offline and 47.05% are used online. Survey data showed that 15 DPOs (50%) stated that they did not fully utilize the online system. Meanwhile, in relation to the rate of updating (updating) data and information on the website (26%) stated that it was not updated and (30%) stated that it was frequently updated. Regarding the ease with which people can access data and information, 11 DPOs (36.6%) stated that it was difficult to access information. The dimensions of training and human resource capacity with readiness values of 1.79 and 1.87 with readiness levels are not ready.

Data obtained from the NTT Provincial Medium-Term Development Plan (RPJMD) states that the average education rank is the fourth lowest in Indonesia. Realizing this, the Regional Government has a mission to improve human resources, one of which is through education. Among them is by increasing investment in education, such as increasing the number of classrooms in senior high schools, vocational schools and universities / polytechnics (Kenedy, et al. 2019).

C. Analysis of Service Functions in Kupang City

The Schalogram Analysis Technique is an analytical tool used to determine the ability of an area to provide services to the community. The higher the development of a region, the more capable it is to provide services to its people.

The facilities used in this study are facilities that characterize social and economic service functions with single object criteria and are measurable and as far as possible having hierarchical or tiered characteristics.

Based on the results of the Schalogram analysis, there are 15 Kelurahan that are included in the 1st hierarchy level (Table 1). The hierarchy value in the above calculation shows the identification of existing facilities in each kelurahan in the city of Kupang, where Hierarchy 1 shows that the kelurahan service is high which is an indication of regional development and the ability to function basic facilities to meet community needs compared to other kelurahan in sub-districts in Kupang City, such as Merdeka, Pasir Panjang and Liliba villages. Hierarchy 3 shows that the facilities in the kelurahan are incomplete or the kelurahan is not a service center for Kupang City. Each order that shows the value of the Hierarchy is closely related to regional development in the sub-district in the field of facilities or infrastructure.

Table 1 Schalogram Analysis

Kelurahan	The proportion of facilities	Hierarki	Kelurahan	The proportion of facilities	Hierarki	Kelurahan	The proportion of facilities	Hierarki
Alak	7	HIERARKI 1	Air Mata	0	HIERARKI 3	Oepura	0	HIERARKI 3
Batuplat	2	HIERARKI 3	LLBK	0	HIERARKI 3	Naikolan	0	HIERARKI 3
Fatufeto	0	HIERARKI 3	Bonipoi	5	HIERARKI 3	Bakunase	3	HIERARKI 3
Mantasi	1	HIERARKI 3	Merdeka	11	HIERARKI 1	Bakunase II	2	HIERARKI 3
Manulai II	4	HIERARKI 3	Solor	0	HIERARKI 3	Airnona	4	HIERARKI 3
Manutapen	0	HIERARKI 3	Tode Kisar	5	HIERARKI 1	Naikoten I	6	HIERARKI 1
Naioni	0	HIERARKI 3	Oeba	7	HIERARKI 1	Naikoten II	0	HIERARKI 3
Namusain	4	HIERARKI 3	Fatubesi	0	HIERARKI 3	Kuanino	6	HIERARKI 3
Nunbaun Delha	0	HIERARKI 3	Nefonaek	5	HIERARKI 1	Nunleu	0	HIERARKI 3
Nunbaun Sabu	0	HIERARKI 3	Pasir Panjang	8	HIERARKI 1	Fontein	3	HIERARKI 1
Nunhila	0	HIERARKI 3	Fatukoa	4	HIERARKI 3	Oetete	2	HIERARKI 3
Penkase Oeleta	3	HIERARKI 3	Sikumana	0	HIERARKI 3	Oebobo	5	HIERARKI 1
Kelapa Lima	3	HIERARKI 1	Bello	5	HIERARKI 3	Fatululi	5	HIERARKI 1
Oesapa	0	HIERARKI 3	Kolhua	4	HIERARKI 3	Oebufu	9	HIERARKI 1
Oesapa Barat	1	HIERARKI 1	Penfui	0	HIERARKI 3	TDM	5	HIERARKI 1
Oesapa Selatan	0	HIERARKI 3	Naimata	0	HIERARKI 3	Kayu Putih	2	HIERARKI 1
Lasiana	0	HIERARKI 3	Maulafa	0	HIERARKI 3	Liliba	5	HIERARKI 1

Source: Processed data

Oebobo sub-district, being one of the sub-districts that has 6 sub-districts which are in hierarchy 1, shows that the distribution and capability of service facilities in each sub-district illustrates the ability of the kelurahan in the sub-district to develop the area. This is because the greater the service function achieved by each sub-district or village, the greater the geographical orientation of the population to obtain services, or the greater

the geographical attractiveness of the sub-district to its surrounding areas and the greater the interconnection of services that occur.

As for the 36 urban villages that are included in hierarchy 3, this shows how weak these kelurahan are to develop. This means that the carrying capacity of the population in regional development in the kelurahan is not able to provide the development power of the area. For Kupang City, Maulafa District is a sub-district where all kelurahan in its area are included in Hierarchy 3. In addition, Hierarchy 3 shows that the facilities in the kelurahan are incomplete or the kelurahan is not the service center of Kupang City. Each level of the hierarchy shows a close relationship with regional development in the sub-district in terms of facilities or infrastructure.

Conclusion

The Schalogram Analysis Technique is an analytical tool used to determine the ability of an area in order to provide services to the community, to be able to provide services to the community. The facilities used in this study are facilities that characterize social and economic service functions. The condition of basic services in the city of Kupang is an example for the form of services in NTT, because the city of Kupang can be said to be an area with an adequate level of basic services. However, the condition of adequate basic service facilities does not guarantee that basic services in Kupang city are considered good and satisfactory to the community.

Based on the sklogram analysis, 29% of urban villages in Kupang City are in hierarchy 1 and 71% of urban villages are in hierarchy 3.

Limitations and Study Forward

This study only discusses the phenomena that exist in Kupang City. The findings in this study are a general descriptions of the fundamental services in Kupang City, so they are not explained in detail for other sub-district in other regencies in NTT region. Further research is recommended to conduct more in-dept research with different methods so that the deficiencies in this study can be completed.

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