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# Global Journal of Political Science and Administration

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## THE INFLUENCE OF OFFICERS PROFESSIONALISM TOWARDS THE QUALITY OF SERVICE OF THE CONSTRUCTION PERMIT AT ONE STOP SERVICE UNIT IN THE ADMINISTRATIVE CITY OF CENTRAL JAKARTA AT THE PROVINCE OF JAKARTA

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**ABSTRACT:** *The construction permit service by the One Stop Service Unit in the Administrative City of the Central Jakarta has not been satisfied. It was also evaluated by independent institution, such as International Finance Corporation (IFC) financed by the World Bank. This condition created an unprofessional manner of the officers. This research was conducted to get a detailed analysis of the employees professionalism, the construction permit quality of service, and the influence of employee professionalism towards the quality of service on construction permit at the One Stop Service Unit in the Administrative City of Central Jakarta at the Province of Jakarta. The unit of analysis in this research was the officers at the One Stop Service Unit at the Central Jakarta, consists of the front desk and back desk officers. The Officers Professionalism were assessed on five dimensions: innovative and creative, self-supporting work, work consistency, work and career commitment. The samples of this research were 190 peoples who received construction permit services from eight sub-districts in Central Jakarta. Structural Equation Modeling (SEM) was used to examine the hypothesis of the research, and the questionnaire was in a Semantic Differential form. The result of the research were: (1) the level of Officers Professionalism assessed by four dimensions was low; (2) the Construction Permit Service reflected by five dimensions was not satisfied; (3) there was significant influence between the Officers Professionalism towards the Quality of Service of the construction permit at the One Stop Service Unit in the Administrative City of the Central Jakarta.*

**KEYWORDS:** Professionalism, Quality of Service, One Stop Service Unit

## INTRODUCTION

From the legal aspect, especially on the constitution side, public service is a process towards a main goal of establishing a country, which is creating welfare for its citizens. In Indonesian context, the purpose of creating a nation's government and the regional, as written in the Opening of 1945's Constitution) mainly is to propose general welfare as well as to sharpen the life of the nation. Public service is a reflection of that constitutional mandate in order to give service to the citizens. Two main points of it consist of the government as the provider of goods and service or the society as the provider of goods and service. Fields provided by the government is the essential ones, which is the basic needs of the society in practicing their daily routine.

In the era of reformation, started at the late 1990s, the word 'change' is the most heard, where the demands of change were resonated either by individuals or other society groups. The



demands of change usually addressed to the government aparatur regarding reformation of bureaucracy in general and the public service given to the society specifically. The poor quality of service by the aparatur turned to be a bad government image in the eyes of the society. Citizens who had dealt with the bureaucracy always complained and disappointed due to the unprofessional attitude by the aparatur in terms of giving service. That's why Dennis A. Rondinelli (in Agus Dwiyanto, 2006: 47) warns the main cause of failure in applying the public service (decentralization aspect) are: the strong yet narrow minded political culture; the lack of trained skilled workers in local units; the lack source of funds to do job desks and responsibilities; the unwillingness to delegate jobs; and the lack of technology and physical infrastructure to facilitate public service duties.

Malcolm Walters (in Agus Dwiyanto, 2006:50) added that the failure of public service is caused by the unawareness of change and shift happened in the society's culture from hierarchy to individual, and from the fatalist to egaliter. A bureaucratic model of public service fits with hierarchy society; a privatized model of public service suits with individual culture of society (anti hierarchy); meanwhile a collective model of public service suits with fatalist culture of society (pro-hierarchy and anti-individual culture); and quick yet open model of public service fits with egaliter culture of society (anti-hierarchy, anti-individual, and anti-fatalist culture). This moment, the society of Jakarta has entered the era of egaliter culture, which is why the fast-paced yet open model of public service is the most suitable ones.

According to Grabiell A. Almond (in Agus Dwiyanto, 2006:52) this process of cultural change has to be spread or distributed evenly to the community, equipped with professional bureaucracy officers, understood or articulated in an exact way, generally developed as public necessity, and communicated with a dialogic way. Results of the cultural advancement expected to bring the right decision, create an effective group of work also an honest yet objective supervision team. At the end, this process leads to a personality internalization and the community's economic synergy as the main ground.

Sofian Effendy (1996) stated some other factors caused the poor quality of service (in Indonesia): (1) Monopolistic context, in terms of no competition from non-government public service executor, and no strong will to increase the amount, quality, or distribution of the service by the government (2) Environmental pressure, where this factor significantly affects the service performance of the organization in its transaction and interaction between the environment and public organization (3) Patrimonial culture, where the organizational culture of public service in Indonesia still bonds with political tradition and culture of the local community which creates unstable and breaking-the-rules attitude.

That condition contributes to the society, as a public service user, feels unsatisfied, and makes them reluctant to in dealing with the government bureaucracy. Next thing happen, the society tries to find an easy way out breaking the rules, and this is where the Corruption, Collusion, and Nepotism started. Service becomes a 'commodity for sale' by the aparatur to enrich themselves, and become a bargain when giving service to the community which is supposed to be their main duty and responsibilities.



Related to the ongoing process of reformation, the aparatur role and existence as the main element of running the government, either in the central or the regional, both demanded to understand the changing condition of the environment society. Right now, the government is urged to do a total restructuring on the attitude, behavior, change towards efficient work culture, economical, moderate, anti anti Corruption Collusion and Nepotism. These changes hopefully brings hope from the society for an even, professional, efficient, effective, transparent, and anti-corruption public service.

One Stop Service Unit (in Indonesia: PTSP) at the Administrative City of Central Jakarta, Province of DKI Jakarta categorized as the Service group, due to the consumers which consists of general society needing documents, or business society who needs permit to establish their business. This type of service includes in external category of service.

The society's demand and hope actually had been answered by the government way before the times of reformation through the introduction of a new service system. Through Letter of Decision by the Minister of National Aparatur Empowerment number 81 year 1993, also confirmed in Instruction of President I/1995, Minister of Economic Development's Circular Letter number 56/1998 mentioned that public service should be regulated in a form of policy that contains elements of simplicity, clearness, certainty, openness, efficiency, justice, well-distributed, and punctual. But in reality, the effort still doesn't achieve an expected result. For example, that can be seen from public service in DKI Jakarta, as the capital of Indonesia, where the public service is centered, and it becomes a standard towards the quality of service in other regions.

Based on Doing Business survey on 2010, Indonesia were at rank 122 of 183 countries in ease of establishing business category, rose from number 128 in 2009. Meanwhile, Kompas newspaper on April 8<sup>th</sup> 2011 stated about a survey report conducted by Commission of Corruption Eradication (KPK) about the integrity of public service in year 2010. It was mentioned that the public service rank at the Province of Jakarta (starts from the higher rank): West Jakarta with 5,46 (8<sup>th</sup> rank), East Jakarta with 5,44 (9<sup>th</sup> rank), followed by Central Jakarta with 5,44 (10<sup>th</sup> rank), North Jakarta with 5,36 (12<sup>th</sup> rank), and South Jakarta with 4,58 (15<sup>th</sup> rank).

Also mentioned that during year 2010, the Ombudsman RI (council in investigating public complaints) received approximately 9000 complaints regarding the public service where 274 of them (3,17%) came from the Province of DKI Jakarta. *Doing Business* reports in 2010 about the quality of service on the aspect of permit in several cities in Indonesia is shown below:



**Quality of Service Rank in Jakarta Compared to Other Cities**

No	City	Ease establishing business	of Ease construction permit	of Ease property registering
1	Balikpapan	8	8	14
2	Banda Aceh	6	10	8
3	Bandung	5	3	1
4	Denpasar	10	11	8
5	<b>Jakarta</b>	<b>7</b>	<b>13</b>	<b>2</b>
6	Makassar	9	2	10
7	Manado	14	12	3
8	Palangkaraya	3	3	5
9	Palembang	4	6	6
10	Pekanbaru	11	7	4
11	Semarang	13	5	11
12	Surabaya	11	14	6
13	Surakarta	2	9	13
14	Yogyakarta	1	1	12

Source: SUSENAS 2007 and *Doing Business* database

The table shows that Jakarta is at the 5<sup>th</sup> rank. This means that in the category of construction permit service as one of the process regard to investing in Jakarta, Jakarta did not fulfill the expectation of the society. One of the reasons is the bureaucracy of investment service that felt not direct, not flexible, slow, lack of breakthrough, which makes it impossible to achieve efficiency, effectiveness, and high-priced due to the big amount of 'hidden cost' the people have to pay. This condition considered as not market friendly by businessmen and also triggers the high cost economy. It's also emphasized by Sociologist from University of Indonesia, Tamrin Amal Tomagola stated 5 'disease of bureaucracy' in Jakarta: incoherence, inward looking, inconsistency, incompetence, and impotence, which makes it not being able to serve the society

Various challenges and problems arise as consequence of a development process, which also happens in DKI Jakarta (Sinambela, 2007). As a capital, Jakarta is a role model and it is dreamt by all Indonesian citizens to be a metropolitan city and service city that can compete with other cities in the world. A dominant role of the Regional Government city of DKI Jakarta is expected in facing and anticipating the tendency of globalization change.

Benefits can only be grabbed if an organization has a quality of service that transforms into a top-notch product, or through an excellent after-sales service, a friendly service and good image of an organization. To implement the best service effectively to the customers, organization members ought to be proud, happy, and committed to work, because if they don't, a good service will not be achieved. In developing reformation, leaders should constantly learn to strive for a better quality, trusted, honest, competent, inspiring, and future-oriented.

On the other hand, the role of service leaders (Greenleaf, 1970) which focus is to appreciate and develop the officers based on talents, will win their hearts as a present for what their



leaders done voluntarily. Then, the officers will give their best effort for the organization and will serve the consumers with full heart. The serving leader model is a model that simultaneously improves the officer's personal growth and fixes the effectiveness of organizational service through teamwork combination and community development, personal involvement in decision making process, also a caring and ethical attitude, and therefore, the essence of the model is to serve others, whereas to serve the officers, customers, and society as the main priority.

In order to push an economic growth through improvement of investment, by giving extra attention to the micro, small and middle business industries, a simplification of prime service application towards an integrated service according to the Instruction of President Number 3 Year 2006 about the Policy Package of Improving Climate of Investment. Based on that consideration, Minister of Internal Affairs has implied Minister of Internal Affairs Regulation Number 24 Year 2006 about Guidelines of One Stop Service Unit (PTSP), and Minister of Internal Affairs Regulation Number 20 Year 2008, about Organizational Guidelines and Work System of One Stop Service Unit in other areas.

To be more focused, this research limited only on the influence of officer professionalism towards quality of service in the field of construction permit. This is due to the reason that officers are at the front line who interacts directly with customers or society. Besides that, officers are resources with bigger capacity when compared to a leader, because in daily activities, leaders doesn't considered to be close to the society, so if officers aren't empowered, maximum benefits won't be achieved. They should be equipped with ability and willingness to work, given space to act based on necessities at the time to give a top-notch service to the customers or society.

To adapt with the needs of society, social changes has to be followed with government management change. The officers basically as instruments or media of the government working for the sake of the society at whole and also become a bridge between society and government importance. And officers has to be professional in serving the society since that becomes a sign of a good yet well-prepared government.

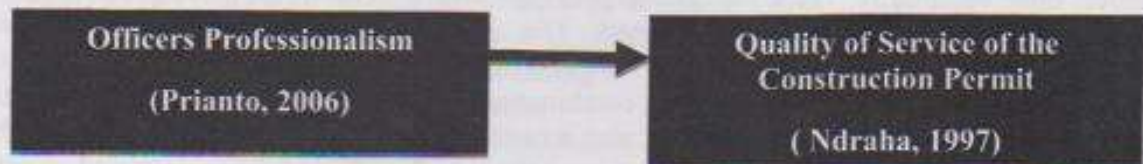
As addition, officers professionalism includes as one of 10 Principles of Good Government created by UNDP (United Nations Development Program), based on aspects of organization, which are: (1) Participation, (2) Law Enforcement, (3) Transparency, (4) Accountability, (5) Equality, (6) Responsive, meanwhile from the humanity aspects: (7) Visionary, (8) Professionalism, (9) Effective and Efficient, and (10) Supervision (Krina:2003). The relationship between principles are mutual and supports each other.

The Purpose of this dissertation research is to analyze the officers professionalism towards the quality of service of the construction permit at One Stop Service Unit in the Administrative City of Central Jakarta, which hopefully can contributes to the development of government science in terms of new concept regarding the officers professionalism.

## FOUNDATION OF THINKING

The relations between theories can be seen in this research constellation below





## THE INFLUENCE OF OFFICERS PROFESSIONALISM TOWARDS THE QUALITY OF SERVICE

To face the broadening and complex government task, supports from the officers in a sufficient amount are needed, as well as professional skills also higher quality of morality. Therefore, a guidance of profession at the government rank is needed, where the goals are a professional, responsible, simple, ethical, efficient, and effective attitude of the civil servants in performing its task and able to meet society demands of a better quality of service.

According to Bolino et. al. (2002), officers professionalism has strong influence towards the quality of government service. Meanwhile, Handi D.Irawan (1994:100) said that customers satisfaction mostly determined by the professionalism of officers when interacting directly with the customers. Efforts to create service in the scope of government organization can be done by empowering officers through optimizing their professional attitude.

Ratminto and Atik Septi Winarsi (2008:135) suggest that a good service can only be fulfilled on these conditions: (a) system of service emphasizing on the needs of society, especially, the service users; (b) culture of service in the service executor organization; (c) human resource oriented to the needs of the service users.

### OFFICERS PROFESSIONALISM

Theory of officers professionalism used in this dissertation is the one by Agus Prianto (2006:42) which is: someone very competent at its field, paid to work as civil servant, has a good quality, quantity, and attitude in terms of giving service to the community, either in the regulation or demand human service. The relevance of it regarded to this research is the society as a service receiver given by officers of the regional government Administrative City of Central Jakarta, which not only related with the higher level of a formal education, but also related to quality, quantity, also behavior in giving service according to their main job desk. Some dimensions of officers professionalism according to Agus Prianto (2006:42) are: (1) Innovative and Creative: actively seek challenges and opportunities also aspiration of society thus finding various solutions of it with a wise attitude, so officers able to work faster to give the best quality of service to the society; (2) Self-Supporting Work: enhances modern management skills in order to avoid dependency towards others without neglecting functional, social, and advocacy participation; (3) Work Consistency : a positive working attitude such as high-disciplined, work seriously, and being attentive when giving service; (4) Work Commitment: always open to the growing demands in the society being serviced as consequence of the development of science and technology; (5) Career Commitment: work ethos as a spirit reflected in a work behavior such as respect, honest, and wise based on the devotion to the society being served or society-oriented service.



## QUALITY OF SERVICE

In this research, the author uses ideas from Ndraha (1997:63) which stated that civil service is considered as a deident ought to be distributed by the government to the society in a more punctual, easier to access, and with a fair treatment. Emphasize on the aspects of fastness, accuracy, ease of access, and equality in the civil service are related to the monopoly side of it, where society doesn't have any choice to expect the same service from another institution outside the government as a comparison to measure the quality of service. This theoretical view matches with the spirit of reformation which believes that service as a government activity that should accommodate changes in the society, which includes the needs of an excellent service.

## RESEARCH METODOLOGY

This research used quantitative research design based on technique or inferential descriptive approach due to two reasons: (1) All social objects being under research in a social science scope includes in a quantitative research; (2) Formal objects of governmental science, which is the relation between those who give and given orders, through service as government's main function, were objects that can be measured quantitatively. Quantitative research design focus on hypothesis, and can only be done using statistics as a test of validity and reliability of a research instrument, and hopefully is consistent to the truth. The research emphasizes on the aspect of officers professionalism and the quality of service by implementing explanatory survey as design of research. It is a survey to collect information from respondents by using questionnaire to test their rational answers in order to explain the phenomenon as the issue in this research. As an addition, the main purpose of explanatory survey as the design of research is to systematically and accurately describes the real situation at the time concerning facts from objects of this research, also inspects causality of events, the probable cause factors through certain data, and to know and explain how significant the independent variable (exogen) influence the certain variable (endogen).

## OPERATIONAL VARIABLE

### OPERATIONAL OF THE OFFICERS PROFESSIONALISM VARIABLE

Operational of the Officers Professionalism as the Latent Exogen variable are 13 indicator which consists of 13 statement responded by 190 people as the receiver of the construction permit service in a questionnaire format with semantic differential interval scale ranging 1 to 5, with interval type of measuring.



<b>OFFICERS PROFESSIONALISM</b>	1. Innovative and Creative	1.1 High Activity 1.2 Seek Big Challenge and Opportunities 1.3 Strong Aspiration of the Society
	2. Self-Supporting Work	2.1 Very Skilled 2.2 Total Dedication
	3. Work Consistency	3.1 High Work Attitude 3.2 High-Disciplined 3.3 Attentive
	4. Work Commitment	4.1 Open to Demands 4.2 Ready to Work
	5. Career Commitment	5.1 High Work Ethic 5.2 Strong level of Devotion Strong orientation towards the needs of society
<b>Total</b>		<b>13</b>

#### OPERATIONAL OF THE QUALITY OF SERVICE VARIABLE

<b>QUALITY SERVICE</b>	1. Speed	1.1 The officer's quickness in giving the construction permit service 1.2 Responding the demands of the society 1.3 Responding the needs of the society 1.4 Anticipate the changing demands of the service
	2. Accuracy	2.1 The officers readiness 2.2 Accuracy of service 2.3 Accuracy of service based on procedure 2.4 Accuracy of service based on standards
	3. Ease of Access	3.1 Society's ease of access to gather information 3.2 Ease of communication 3.3 Simple procedure of service 3.4 Ease of service in terms of encounter a wrong procedure
	4. Equality	4.1 Time quality in giving service 4.2 Cost equality in giving service 4.3 Procedure equality in giving service 4.4 Equality of giving service
<b>Total</b>		<b>16</b>

Operational of the Quality of Service as the Latent Endogen variable are 16 indicator which consists of 16 statement responded by 190 people as the receiver of the construction permit service in a questionnaire format with semantic differential interval scale ranging 1 to 5, with interval type of measuring.



**POPULATION AND SAMPLE**

Population of this research was members of the society who settled their construction permit. They were 350 people who reside at eight sub district in the Administrative City of Central Jakarta.

**POPULATION**

No	Sub district	Construction Permit published (Population)
1	Gambir	45
2	Senen	40
3	Cempaka Putih	100
4	Kemayoran	50
5	Sawah Besar	15
6	Johar Baru	70
7	Menteng	8
8	Tanah Abang	22
	Total	350

Meanwhile the sample of this research was members of society who settled their construction permit. They consist of 190 people who reside at eight sub district in the Administrative City of Central Jakarta.

**SAMPLE**

NO	Sub district	Construction Permit published (Population)	Sample
1	Gambir	45	24
2	Senen	40	25
3	Cempaka Putih	100	58
4	Kemayoran	50	35
5	Sawah Besar	15	8
6	Johar Baru	70	25
7	Menteng	8	5
8	Tanah Abang	22	10
	Total	350	190

Technique sampling used in this research was probability sampling with simple random sampling method. This method was chosen due to consideration that each population member were relatively homogenous related to their position as respondents when giving judgment to each research variables. That means the quantitative research criteria of this research (population homogeneity) had been met, which is the members of society receiving construction permit service for residential houses spread in eight sub district at Central Jakarta between February to May 2012. The considerations are: there are numerous owners of the small sized houses, house owners interact directly to settle the construction permit without the broker's help. The research process started from questionnaire filling and interviews conducted from house to house, to get non-disturbed opinions from the society.



Methods of data collecting used in this research are: (1) Observation: collecting data through observing the officers behavior and activities when giving service to the community; (2) Interview: giving chance to the respondents to express feelings, hopes, point of views, and thoughts; (3) Document studies relevant to the research object; (4) Questionnaire: list of statements composed to gather data about the research variables from members of society resides in the Administrative City of Central Jakarta. The questionnaire was based on semantic differential format.

The Unit of Analysis in this research is the individual behaviors of the officers in the One Stop Service Unit at the Administrative City of Central Jakarta, Province of DKI Jakarta, responded by the members of society who settled construction permit service in One Stop Service Unit at the Administrative City of Central Jakarta.

### DATA ANALYSIS TECHNIQUE

To know whether officers professionalism variable significantly influence the quality of service in the construction permit in One Stop Service Unit at the Administrative City of Central Jakarta, analysis structural model was used. Analysis of structural model applied after the analysis of measurement model informed that all dimension used were valid and reliable to measure the latent variable. As an addition, Analysis used in hypothesis testing is Structural Equation Modeling (SEM), because: (1) By using SEM, researcher could confirm or test the theories, whether it is empiric or not; (2) Researcher used causality model with bivariate asymmetrical which involved latent variable (variable that can't be measured directly, thus, indicators are needed). The causality in this research was relationship between latent exogen variable-the officer professionalism and latent endogen variable-the quality of service; (3) Using SEM, researcher was able to collect information on indicators with biggest role in running a latent variable. This information hopefully could be used as a foundation in developing models of officers professional to the quality of service.

### HYPOTHESIS TESTING

After model parameter interpreting and model matching test, the next is hypothesis testing of the Influence of the Officers Professionalism towards the Quality of Service of the Construction Permit at One Stop Service Unit in the Administrative City of Central Jakarta, Province of DKI Jakarta. The hypothesis formulas are:

$H_0 : \gamma_{11} = 0$  There is no significant influence of Officers Professionalism Towards the Quality of Service of The Construction Permit at One Stop Service Unit in the Administrative City of Central Jakarta.

$H_1 : \gamma_{11} \neq 0$  There is a significant influence between Officers Professionalism Towards the Quality of Service of The Construction Permit at One Stop Service Unit in the Administrative City of Central Jakarta.



## Statistic Test

$$t = \frac{\hat{\gamma}_{11}}{se(\hat{\gamma}_{11})} - t_{(n/2)(n-2)}$$

## Test Criteria

Reject  $H_0$  if the score of |t test| > t table  $(\alpha/2)(n-2)$

## RESULT AND DISCUSSION

Structural Model of Line Diagram of The Influence of Officers Professionalism. Towards the Quality of Service of the Construction Permit (Standardized Coefficient)



Chi-Square=20.95, df=26, P-value=0.74441, RMSEA=0.000

The diagram above resulted in a statistic model of  $\eta_1=0.61 \xi_1$  or the Quality of Service of The Construction Permit =  $0.61 * \text{Officers Professionalism}$ . It's also showed a significant influence of the latent variable (Officers Professionalism) towards the Quality of Service of The Construction Permit at One Stop Service Unit in the Administrative City of Central Jakarta. The effect reached 0,61 of one standard deviation. By multiplying this score, 0,37 or 37% was obtained. This score showed how big the changes in the Quality of Service of continuous Construction Permit affected by the Officers Professionalism variable. Meanwhile, 63% described varians error model structural, which was the value describing how big the changes in the Quality of Service of the Construction Permit at One Stop Service Unit in the Administrative City of Central Jakarta that could not be explained by the Officers Professionalism variable.

Hypothesis testing with analysis of structural model using student t test statistic approach is described on this line diagram:

Structural Model of Line Diagram of The Influence of Officers Professionalism Towards the Quality of Service of the Construction Permit (Standardized Coefficient)



Chi-Square=20.95, df=26, P-value=0.74441, RMSEA=0.000

The statistic hypothesis formulas were:

$H_0: \gamma_{11} = 0$  There is no significant influence of Officers Professionalism Towards the Quality of Service of The Construction Permit at One Stop Service Unit in the Administrative City of Central Jakarta.



$H_1 : \gamma_{11} \neq 0$  There is a significant influence between Officers Professionalism Towards the Quality of Service of The Construction Permit at One Stop Service Unit in the Administrative City of Central Jakarta.

As explained, the test of statistics used in the hypothesis testing was student t test statistic formula below:

$$\begin{aligned} t_{hitung} &= \frac{\hat{\gamma}_{11}}{se(\hat{\gamma}_{11})} \\ &= \frac{0.61}{0.10} \\ &= 6.06 \end{aligned}$$

Score 0,61 was the affect coefficient of Officers Professionalism towards the Quality of Service on the Construction Permit, and 0,10 was the standard error, meanwhile 6,06 was the t test score. Calculated of t student score was 6,06 with t table score on 188 free degree and 5% level of significance which is 1,96. Criteria of  $H_0$  rejection was to reject Null Hypothesis ( $H_0$ ) and accept Hypothesis One ( $H_1$ ) if t test score was bigger than t table score. It was showed that t test score (6,06) was bigger than t table score (1,96), so Null Hypothesis ( $H_0$ ) was rejected meanwhile Hypothesis One ( $H_1$ ) was accepted. The score indicated that 37% of changes regarding to the Quality of Service of the Construction Permit were influenced by the changes of Officers Professionalism.

The main purpose of this research is to attain a specific analysis result about the Influence of Officers Professionalism towards the Quality of Service of the Construction Permit at One Stop Service Unit in the Administrative city of Central Jakarta. The influence score value reached 0,61 on standard deviation or 37%, meanwhile the rest (63%) was varians error model structural, which is value describing how big the changes on the Quality of Service of the Construction Permit at One Stop Service Unit in the Administrative City of Central Jakarta that couldn't be explained by Officers Professionalism variable.

Based on the results of this research, the Officers Professionalism at One Stop Service Unit in the Administrative City of Central Jakarta was not considered good by the society, and this was caused by the officers lack of technical skills as a specialist in doing their task. To be able to execute the task of services, a standardized and special level of education is needed. This means trainings, professional tests in relevant subjects, and also working experience. To achieve a satisfying level of professionalism, officers needed self-consciousness to keep up with the development of its profession to make sure a better and consistent level of professional service based on the ease of access and standard of ethics.

It is caused by the construction permit service that is still being monopolistic. Construction Permit is a public good which can only be published by the government, so there's a belief that society always needed government service whether they like it or not. In this context, the government still occupied by the old mind-set, which is as a ruler, not a servant for the society, and this caused behaviors such as: arrogant, having low-level of service, unmatched



with aspiration and needs of the society. Taufiq Effendi and Agus Dwiyanto (228) also mentioned the same ideas that the mind-set reflection our bureaucracy is more of controlling the society, not serving the society (Taufiq Effendi, 2008; Agus Dwiyanto, 2008).

Such wrong mind-set not only became a foundation of designing procedure of service, but also a in creating a structure of government bureaucracy in general. A structure of government bureaucracy which is very hierarchy from central to the local government level is a reflection of a wrong mind-set. At the same time, the society already felt a dynamic development qualitatively, which was a better level of life which became indicators of the empowerment experienced by the society (Thoha in Widodo, 2001). This means the society got a better understanding on their rights and obligation as a citizen. They got bold in expressing demands, needs, and aspirations to the government, also being more critical and daring to control the government activities. In such critical condition of a society, bureaucracy were demanded to change their position and role in giving public service. From the role of ruling and give commands into serving the society, from using power approach to a flexible-collaborative yet dialogic approach, and from a theory into a realistic and pragmatic way of work (Thoha in Widodo, 2001).

At this moment, the most expected behaviors of the aparatur are a professional behavior in giving public service, and that can hopefully strengthen their devotion to the society. With the existence of the One Stop Service Unit, or in Taliziduhu Ndraha's term: 'government's stall,' as the government's front-row, showed the perspective change of the government's position in terms of giving the prime service to the society. But this effort is having a stuck considering the condition of the officers. We need a correction and internal fixing to get a faster-punctual, easy yet with quality and non-participant service, where the government officers placed as a servant, by changing the existing perception from 'officers are needed by the society' to 'officers needs the society', describing and socializing a good standard of service involving quality, cost, time, according to the type of service given. Also, the skills improvement, diligent and productive habit, the thinking capability and to act creative yet innovative, working carefully. Professionalism is the way and purpose in every government running in Indonesia.

Utang Suwaryo (in Dede Mariana, 2010:28) said that hope for the government are nothing else but to function themselves as a public service, where they conduct the best service to the community with a proper foundation of kindness, not with Corruption Collusion Nepotism that creates a terrible management of the government. Meanwhile, according to Gatot Pramuka (in Dede Mariana, 2010:307), act of service always related to the interaction between those who serve (in this term, the government as the service provider) with the society as the service user. That opinion linear with Taliziduhu Ndraha's (2007:69) idea that the power of interaction depends on the quality and creativity of the government 'artist' in facing a different and constantly changing conditions. Still, Taliziduhu Ndraha (2005:68) stated that as an 'art of government', the government actors and actresses should have the best qualities such as creative, innovative, proactive, and thinking positive. The more government anticipate it, the closer the distance between the government and those who given orders.



Based on the observation and interview results, the society already felt happy when they finally received their construction permit documents. That means, the society only judged by the results, not the process of service. Until November 8<sup>th</sup> 2012, the construction permit certificate published is shown below:

#### Construction Permit Certificate

No	Sub-district	Residential Construction Request	Residential Construction Permit Published
1	Gambir	53	45
2	Tanah Abang	49	22
3	Seten	53	40
4	Cempaka Putih	125	100
5	Kemayoran	80	50
6	Sawah Besar	21	15
7	Johar Baru	95	70
8	Menteng	8	8

Based on statistical analysis, level of satisfaction reached 49,1%, whereas according to electronic calculating device at One Stop Service Unit on April 3<sup>rd</sup> 2012 at 12.29, the society level of satisfaction was 41%. This means the society still not satisfied enough about the service given by the officers at the construction permit division. According to Taliziduhu Ndaha (2005:85) in a 'no choice' condition, the standard of quality of a public sector isn't based on satisfaction, but on understanding, legitimating, and trust. Understanding, legitimating, and trust might grow in the society if the cycle of service is open, thorough, and can be fully accessed. If that chain is open, whatever the result is, society will understand, accept the results and trust the government. Furthermore, Ndaha (2003:xxvi) also stated in a 'no choice' condition, the fulfillment of it has to be special (meaning very efficient, low cost, productive, transparent, affordable yet available for anyone). The term 'special' also means that the 'choice' was designed on a strict policy, and authority was needed to maintain its regulation.

Process and the output is called public service. That's why Ndaha (2007:7) thinks the public service should run on process of: (1) Large scale organization & constitutional; (2) Equality of treatment; (3) s Impartial; (4) Consumerist position for the target of service; (5) Anonymity, sincerity, total devotion for the duty, and respect the profession codes of ethic; (6) The success measured by the consumer trust of the service provider and the consumers hope for a better future (7) The sufficient quantity for everyone; (8) The right target group; (9) Total quality (input, process, output, outcome and feedback) that meets consumers expectancy.

Based on what mentioned above, dimensions of the construction permit quality of service contain demands of applying public service ethics. This in linear with Sadu Wasistiono (1999:5) who said that public service can be executed by the government or private sector implying on public service ethics. In terms of public service done by the government, government officials bonded to the government ethics rooted from ethics of public officials



taken from various sources, whereas private officials bonded to the ethics of public officials that came from a common habit or deal. If the application of public ethic service such as "terms of agreement to the public" didn't fulfilled, then it will decrease the government image and its legitimacy in the eyes of the society. Legitimacy is society's recognition and acceptance for the leaders to govern, create, and apply political decision (Fatoni, 2006:2). Legitimacy is needed to attain a stable authority (Suseno, 2003: 38).

Ethically, government requires ethical legitimacy regarding the government basics that needs to be applied, which is integration between the order-givers and the given orders, in a form of mutual trust between both parties (Ndraha, 2003:416). Trusts from the given orders exist if there is promise fulfillment by the order-givers (Ndraha, 2003:71). A legitimate government is the ones who can prove their promises within responsibilities accepted by the given orders in a certain level (Ndraha, 2003:85-87). Still, according to Taliziduhu (2006:166-167) in a public sector, since there is 'no choice' regarding to the service facts, then it can't fulfill the expectation and it can be said that there is no customers satisfaction.

Officers should realize that society's trust need to be kept by constantly adapting with changes within the society, since nowadays the people are getting more critical in demanding a good construction permit service. Society demands the effective, efficient, honest, clean, transparent, free from corruption-collusion-nepotism government officials, as written in the Law Number 14 Year 2008 about the transparency of public information, because society has given some of its mandate or rights to the government through governor election at regional election.

That fits with government substance, which is giving service to its society. Rasyid (1996:10) mentioned that government was not created to serve itself or to be served, but the purpose is to serve the society, also create a condition which enables each members of society to improve skills and creativity in order to achieve an altogether progress.

That conception indicates that government must support the society. Osborne and Gabler (1997:263) acknowledge that opinion as demands in bringing closer the government with the society, thus the government can give fast responses of the dynamic needs of the society. The assumption of government are easy to reach by the society will give a faster, responsive, accommodative, innovative, productive, economic service.

Same thing mentioned by Thoha (1993:149), that bureaucracy should run the function of service in a fair, equal, and objective manner. A bureaucracy model to answers the present and future challenges should based on the organic-adaptive-harmonic-politic-neutral characteristics and also oriented to the delivery of public service.

Referring on everything mentioned above, based on the research at the One Stop Service Unit up to April 2012, showed that the quality of service of the construction permit service still not considered as good, and didn't meet the society expectation and Law Number 25 Year 2009 about Public Service. Nonetheless, the existence of One Stop Service Unit is a strategy towards a prime service in the Administrative City of Central Jakarta. The lack of good service by One Stop Service Unit at the construction permit service in the Administrative



City of Central Jakarta strengthen the phenomena that had been explained by the researcher at the introduction.

Finally, based on various statistical calculation and data analysis and interpretation mentioned before, it is clear that the Officers Professionalism has a significant influence towards the Quality of Service of the Construction Permit at One Stop Service Unit in the Administrative City of Central Jakarta. This also means that the hypothesis in this research is accepted and supported with datas.

## CONCLUSION

Based on the research, the author concluded that the Officers Professionalism significantly influence the Quality of Service of the Construction Permit at One Stop Service Unit in the Administrative City of Central Jakarta. The influence was a positive influence of the Officers Professionalism towards the Quality of Service of the Construction Permit Service. This empirically means the increase of Officers Professionalism resulted in a better Quality of Service of the Construction Permit Service. The increase meant a causality mechanism between the Officers Professionalism and the Quality of Service, and this also showed the Officers Professionalism as the reason behind the lack Quality of Service of the Construction Permit at One Stop Service Unit in the Administrative City of Central Jakarta.

Researcher has found a new concept in this research as development of Governmental Science, which is the lack of professionalism in giving construction permit service was influenced by communication skill and technical fluency of the government officials when serving the society who needs the construction permit. This finding resulted from the Officers Professionalism in the work commitment and self-supporting work dimension which has been ranked low by the respondents. To match the need-of-equality character of DKI Jakarta's society, the fast yet accurate, easy, and fair quality of service is needed, and that requires government officers with responsive communication.

From the implication of the research, there are several following suggestions based on the academic and practical aspects. Regarding the academic aspect, the integration of data collecting techniques between the use of structured questionnaire with direct observation, or in-depth interview with relevant government experts are required to get a valid results and a comprehensive understanding of governmental science.

Meanwhile, the suggestion of practical aspect consists of several points. First, to create a quality of construction permit service, it is essential to have a professional, strong, ethical, and clear yet obvious leadership based on foundations of law, and hopefully that will become a role model for the officers to do their main function of government, which is giving service to the society. Second, the officers should master governmental techniques to be able to do its main task in giving service to the society, then to meet the society's expectations and also eventually increase their trust to the government officials. Third, in order to quickly respond the growing dynamic of the society, One Stop Service Unit needs a higher foundation of law in form of Regional Regulation as an effort to force the ego of sectors either internally or externally.



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