

Quality of Services in Efforts to Protection and Commitment of Violence Against Women and Children in Lahilote Women and Child Empowerment Integrated Service Centers (P2TP2A) Gorontalo City

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ABSTRACT

The aim of this study to know and analyze 1) quality of service in efforts to protect and overcome acts of violence against women and children at the Lahilote Integrated Service Center, Gorontalo City; 2) factors that determine the quality of service in efforts to protect and overcome acts of violence against women and children at the Lahilote Integrated Service Center, Gorontalo City.

This research approach is qualitative. The research method is descriptive qualitative. Data collection was carried out using interview techniques, observation, and documentation studies. Technique Data analysis in this study was carried out by data reduction, data presentation and conclusion/verification.

The results of the research show: 1) fifth parameters of service quality namely tangible, reliability, responsiveness, assurance, and empathy in relation to SOP/SPM in efforts to protect and overcome acts of violence against women and children at the Lahilote Integrated Service Center, Gorontalo City, it has been realized, but not yet optimal; 2) the factors that determine the quality of service is the k factor. The ability of officials, organizational structure, and service facilities are factors supporting factors as well as inhibiting factors for the realization of service quality in efforts to protect and overcome acts of violence against women and children at the Lahilote Integrated Service Center, Gorontalo City.

INTRODUCTION

Public administration covers various topics related to public services (Chang, 2021:86). Public administration is the management of public affairs for the public interest (Sovova, 2021:275). Public administration deals with the management of various areas of public life, it can also be understood as an activity with the aim of realizing certain public tasks, and then it is the activity of public organs (Bielecki, 2021:48). Public administration is disclosed by Caiden (in Nur, et al, 2022: 16) is all public administration activities for all public affairs (public administration).

Public administration is an activity that provides administrative services based on rules and laws. Public administration is related to the best use of resources to achieve public policy priority objectives based on State power, supported and provided by the State and related to quality systems (Karpa, et al, 2021: 56). Philosophically and the essence of public administration is public service.

In public administration, it emphasizes community or public aspects, service aspects, there is a balance between the rights and obligations of the state and society (Hardi, et al, 2020: 27). Winarti's study, et al (2016: 88) regarding the empathy aspect of services provided by P2TP2A shows that there is ease in making relationships, good communication, and genuine attention to the needs and special treatment of victims and victims' families or those who report incidents of violence is urgently needed because in general those who come to report are sad, scared, depressed or emotional so that the initial action taken by the service officer is trying to calm his client. Handling complaints takes time and cannot be done in a hurry.

Lahilote City of Gorontalo at the time the research was conducted. This study does not aim to test hypotheses, but only describes what it is about a variable, symptom or condition related to it regarding the quality of services in efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City. Choice of approach descriptive qualitative refers to opinion Zaluchu (2021:256) because it uses more theoretical analysis in the form of state of arts in its discussion and there are researchers' efforts to build conceptual constructions for their research topics. The final point to be achieved is the theoretical construct or conclusion that the researcher builds from the theories involved in the discussion. Exposure of this quantitative method is done descriptively. As for the research method descriptive qualitative descriptive, generally describing research results and their variables (Zaluchu, 2020; Neuman, 2016).

Public administration can be understood as cooperation carried out by a group of people or institutions in carrying out government tasks in meeting public needs efficiently and effectively. Rodiyah, et al (2021: 13) emphasized that public administration is a series of collaborations carried out by a group of people in carrying out governmental tasks to meet the needs and interests of the public effectively and efficiently, and that the main task of public administration is to plan and formulate political policies and then do it. Therefore, there are three meanings regarding public administration as follows:

- a. *Administration of public*, can show the government's role as the sole agent who has power or as a regulator who is always active in regulating and making decisions. In this sense, society is considered a passive society and obeys the will of the government.
- b. *Administration for public*, in this case shows that the government is more, which means the government has a role in carrying out public services. The government is responsive and more responsive to the needs of society. The government also understands better the best way to provide services to the community.
- c. *Administration by public*, is a concept that is oriented towards community empowerment. The independence and ability of the community is preferred. In this process the government is more trying to facilitate the needs of the community to regulate their lives without continuing to depend on the government.

1. New Public Service

Discourse on public services is inseparable from a paradigm shift or approach in viewing public services. This paradigm is also the basis for finding solutions to public service problems. The last approach that is popular in viewing public services is the New Public Service (NPS) based approach (Subekti, 2022:49). Public service as the performance output of government employees is community-oriented and aspirational. Then this became popular as the NPS, which is a new framework for community-oriented, aspirational, and democratic public services (Denhart &

Denhart in Wulandari, 2022:46). In several countries, NPS has become the main reference in public services. This NPS guarantees the relevance of community needs and the provision of public services by government agencies (Nurlaela &

Sumarto (2018:3) argues that NPS is a paradigm that was born after the paradigm that existed before, namely New Public Management. The NPS in this case guarantees the community's right to be able to access various types of services in meeting the interests and needs of the community. According to Pasolong (2016: 141) that NPS is a new paradigm in public administration related to public services. NPS at least wants to restore the community's position as a party that needs to receive public services and is not connoted as a customer. If society is connoted as a customer, then a service model will be formed that triggers service discrimination by making service differences through the customer's economic level. The NPS provides an understanding that the government operates not like a business but as a democracy.

The main principle of the NPS is that the main role of public administration is to facilitate citizens to articulate and fulfill their interests rather than trying to control or direct them (Ulum in Nurdin, 2019:5). Nurdin (2019: 5) emphasized that for this reason in improving a democratic public service, the choice of NPS can promise a change in the reality and conditions of the government bureaucracy. The application of the NPS concept is rather challenging and requires courage for government officials in administering public services, because it sacrifices time and energy to influence all applicable systems. The alternative offered is that the government must listen to the voice of the public in participating in governance management.

In the NPS, public service providers should pay attention to the interests of the community, pay attention to what is the expectation of the community when they access public services. Organizations engaged in public services should not carry out their activities on business principles because these principles will become an obstacle for people who have economic limitations in accessing public services (Sumarto, 2018: 4).

Soselissa & Puturuhi (2021:321) argues that innovation that is owned in the process of public service is carried out through community cooperation with the bureaucratic apparatus leading to administrative activities and citizen activities towards a democratic public service, so the choice of NPS is expected to provide objective management of the bureaucracy. This paradigm and concept requires the readiness of the government apparatus in providing public services because public services require sufficient time and require sufficient personnel to be able to influence the entire existing system. The solution put forward is that the bureaucratic/government apparatus must be able to absorb the aspirations of the community as the public involved in managing governance. Soselissa & Puturuhi (2021:321) confirms that the NPS paradigm and concept, carried out to manage administration in government agencies that are different from private/business organizations. The dynamics of state administration is carried out and driven towards a democratic government. The mission of public organizations is not only to satisfy service users (customers) but also to provide goods and services as fulfillment of public rights and obligations.

2. Public service

The term service comes from the word "to serve" which means to help provide whatever is needed by others for the act of serving (Sinambela, 2016: 3). Service can basically be defined as a person's activity. A group and or organization either directly or indirectly to meet customer needs. Services provided

as someone's action to provide satisfaction to customers (Halisa & Syahrani, 2022: 373). Services according to Kasmir (2017: 47) are actions or actions of a person or an organization to provide satisfaction to customers, fellow employees, and also leaders.

According to Hardiyansah (2018:11) that service can be interpreted as an activity given to help, prepare, and manage either in the form of goods or services from one party to another. Service is essentially a series of activities, therefore the service process takes place routinely and continuously, covering all organizational life in society. The intended process is carried out in connection with mutual fulfillment of needs between the recipient and the service provider. According to Tangkalisan (2015: 208) that service is a process in which a need is met directly through the activities of other people.

According to Moenir (in Nasution, 2022: 48) that service is an activity carried out by individuals or groups of people with basic physical elements throughout systems, procedures and most methods. determined in order to comply with the requirements. According to Gronross (in Ratminto & Winarsih, 2015: 2) that service is an activity or a series of activities that are invisible (cannot be touched) that occur as a result of the interaction between service recipients and service providers or other things provided by service provider organization intended for service providers intended to solve the problems of service recipients.

METHODS

Approach This research is qualitative according to Bogdan & Taylor (in Moleong, 2017: 4) which produces data in the form of written or spoken words of people or observable behavior. While the research method uses descriptive qualitative for the investigation of truth that is relative, theoretical, search for meaning and interpretation which aims to collect information and describe precisely regarding the quality of services in efforts to protect and overcome acts of violence against women and children at the Integrated Service Center for the Empowerment of Women and Children.

RESEARCH RESULT

The research results show that the ability of the apparatus to be a factor supporting factors as well as inhibiting factors for the realization of service quality in efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City. This is in line with Moenir's theory (in Pristiria, 2022: 535) which suggests the factors that determine the quality of public services, namely Apparatus Awareness, Rules, Organization, Capabilities and Skills of Apparatus, and Service Facilities. The 3 (three) factors that are the most dominant of these factors (Moenir in Pristiria, 2022: 545), namely Apparatus Capability, Organizational Structure, and Service Facilities. In line with the firmness of Pristiria's research, et al (2022) that the factors that determine the quality of public services, namely Awareness of Apparatus, Rules, Organization, Capabilities and Skills of Apparatus, and Service Facilities.

Apparatus capability determining the quality of services in efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City, namely the ability of officials to complete their work. In line with the opinion of Aneta, et al (2019: 82) that public services in government institutions

are determined by, among other things, aspects of human resources, both competence and professionalism. This reinforces the opinion of Rianti & Yuliani (2019: 418) that the process of public service does not always go as expected, there are still factors that determine the process of public service, including the expertise of the apparatus in the service section that has not been optimal.

If you pay attention to Gibson, et al (in Pristiria, 2022: 535), the ability of the apparatus determines quality of service in efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City used to achieve work effectiveness and efficiency, as follows: technical ability, referring to the knowledge and skills of the apparatus; conceptual ability, refers to the ability to analyze information, understand a condition, and make decisions related to work; the ability to interact, refers to the ability to communicate, maintain relationships, handle conflicts that officials have with other people and with the community.

If you pay attention to Nasution (2022: 50), it can be said that the main and most determining factor is success in achieving the goal of realizing its quality of service in efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City lies in the availability of human resources including quality apparatus who not only have the ability to carry out work in accordance with the systems, procedures and workload for which they are responsible, but are expected to have the same enthusiasm, will and commitment to achieve the goals set in accordance with the vision and mission. Therefore, Integrated Service Center for the Empowerment of Women and Children in Lahilote City, Gorontalo as government agencies are increasingly required to produce quality services that can encourage and improve activities and facilitate administration by responding to community needs. The position of the apparatus as a determining factor quality of service in efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City based on the idea that in service, officials have the ability to mobilize, control and use their full potential to achieve organizational goals. The capacity and motivational status of the apparatus will greatly affect the quality of services provided by the apparatus in efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City. If you pay attention to opinions Moenir (2015:80), guna realizing the quality of service in efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City. For apparatus at the Lahilote Empowerment Integrated Service Center for Women and Children, Gorontalo City Skills are needed to carry out the task protection and prevention of acts of violence against women and children which generally uses 4 elements, namely: muscles, nerves, feelings, and thoughts with different weights according to the type of task. In the areas of service that stand out and are most quickly felt by the people who receive the service protection and prevention of acts of violence against women and children is the execution skill. It is they who carry the "flag" on the impression of good or bad service.

The apparatus in efforts to protect and overcome acts of violence against women and children at the Integrated Service Center for the Empowerment of Women and Children in Lahilote City, Gorontalo City has the potential contained within him to realize his role as an adaptive and transformative social being who is able to manage himself and all the potential contained within

him. nature towards achieving the welfare of life in a balanced and sustainable order. Therefore, in line with Dadang & Busyairi (2021: 29) that the factor that becomes an obstacle in service at the Office of the Office of the Women's Empowerment and Child Protection is the apparatus, if the quality of the apparatus is lacking, it will automatically have an impact on the quality of service as well, this will automatically affect satisfaction service users.

a. Organizational structure

The research results show that organizational structure becomes a factors supporting factors as well as inhibiting factors for the realization of service quality in efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City. This is in line with Moenir's theory (in Pristiria, 2022: 535) which suggests the factors that determine the quality of public services, namely Apparatus Awareness, Rules, Organization, Capabilities and Skills of Apparatus, and Service Facilities. The 3 (three) factors that are the most dominant of these factors (Moenir in Pristiria, 2022: 545), namely Apparatus Capability, Organizational Structure, and Service Facilities. In line with the firmness of Pristiria's research, et al (2022) that the factors that determine the quality of public services, namely Awareness of Apparatus, Rules, Organization, Capabilities and Skills of Apparatus, and Service Facilities.

The organizational structure determines quality of service in efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City that is used to carry out service activities protection and prevention of acts of violence against women and children. Integrated Service Center for the Empowerment of Women and Children in Lahilote City, Gorontalo services are basically no different from organizations in general, not solely in the form of organizational structures that neglect more of the arrangements and work mechanisms that must be able to produce services protecting and overcoming acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City adequate. Integrated Service Center for the Empowerment of Women and Children in Lahilote City, Gorontalo is organizing service functions both in the form of structures and mechanisms that will play a role in the quality and smoothness of services protection and prevention of acts of violence against women and children at the Lahilote Empowerment Integrated Service Center for Women and Children, Gorontalo City. In line with Sellang (2016: 56-57), organizational structure relates to structural arrangements which include the formation of units, division of tasks between units (public institutions) to achieve goals and targets, including authority and responsibility. This process can be likened to the organ systems of the human body, which have their own roles and functions, and are ready to carry out their duties after receiving orders from the brain.

If you pay attention to Thoha and Siswanto (in Pristiria, 2022: 535), the Integrated Service Center for the Empowerment of Women and Children in Lahilote City, Gorontalo City is a unified whole in achieving goals, so that it is specifically necessary to divide work and show how various activities are in efforts to protect and overcome acts of violence towards women and children at the Lahilote Empowerment Integrated Service Center for Women and Children, Gorontalo City, it is associated with a certain time limit, and refers to the level of specialization of work activities within the organization. If you look at Ivancevich's view (in Pristiria, 2022: 535), the elements of the organizational structure at the Lahilote Empowerment Women and Children Integrated Service Center in Gorontalo City consist of: formalization which refers to rules, written procedures and

other guidelines; centralization which refers to the location of decision-making authority in the organizational hierarchy; complexity which refers to division of labor or departmentalization.

b. Service Facility

The results of the study show that service facilities are a supporting factor as well as an inhibiting factor in the realization of service quality in efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City. This is in line with Moenir's theory (in Pristiria, 2022: 535) which suggests the factors that determine the quality of public services, namely Apparatus Awareness, Rules, Organization, Capabilities and Skills of Apparatus, and Service Facilities. The 3 (three) factors that are the most dominant of these factors (Moenir in Pristiria, 2022: 545), namely Apparatus Capability, Organizational Structure, and Service Facilities. In line with the firmness of Pristiria's research, et al (2022) that the factors that determine the quality of public services,

Service facilities determine the quality of service in efforts to protect and combat acts of violence against women and children at the Integrated Service Center for the Empowerment of Women and Children in Lahilote City, Gorontalo City, namely all types of equipment, tools and work facilities both as main and supporting tools in carrying out work. In line with Aneta, et al (2019: 82) that public services in government institutions are determined by, among other things, infrastructure aspects. Facilities are all types of equipment, work equipment and other facilities that function as the main tool/assistant in carrying out work and also have a social function in the interests of people who are related to the work organization.

If you pay attention to Rianti & Yuliani (2019: 418), the factor of service facilities determines the quality of service in efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City, such as the absence of a filing cabinet as a place for storing archives. causing the storage of documents to be not properly organized which in turn causes employees to experience difficulties in finding the required archives and disrupts the neatness of the service room. With the existence of facilities that assist officials in carrying out their duties to serve service users, namely in the form of computer aids and devices as well as an internet connection,

If you pay attention to Dadang & Busyairi (2021:29), means of determining the quality of service in efforts to protect and combat acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City as anything that can be used as materials and materials to achieve goals and the purpose of a production process. While infrastructure is everything that is the main support for the implementation of the service process in an effort to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City. In terms of facilities and infrastructure, the factors that become obstacles in the public service of the Office of the Office of Women's Empowerment and Child Protection are the facilities and infrastructure where things

This greatly affects the service process, if this happens it will automatically become an obstacle in service, and if one of the facilities and infrastructure is not there it will cause services to the community to be delayed.

Based on the results of the above research it can be said that kapparatus capabilities to provide service in efforts to protect and overcome acts of violence against women and children at the Integrated Service Center for the Empowerment of Women and Children in

Lahilote City, Gorontalo City, it is necessary to increase it by involving assistant implementing officers in workshops or technical training in assistance to victims of acts of violence. Furthermore, to strengthen the organizational structure, socialization is needed written rules, procedures and other guidelines concerning the implementation of protection and prevention of acts of violence against women and children. Whereasto increase smeans of service, efforts to evaluate the availability of service facilities are needed on an ongoing basis and there is a follow-up evaluation through the procurement or provision of service facilities at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City.

A. Conclusion

Based on the results of research and discussion it can be concluded that:

1. Fifthparameters of service quality namely btangible, reliability, responsiveness, assurance, and empathy in relation to SOP/SPMin efforts to protect and overcome acts of violence against women and children at the Integrated Service Center for the Empowerment of Women and Children in Lahilote, Gorontalo City, it has not been realized optimally.

2. The dominant factor that determines the quality of serviceis the k factorththe ability of officials, organizational structure, and service facilities are factorssupporting factors as well as inhibiting factors for the realization of service qualityin efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City.

3. Lahilote City of Gorontaloat the time the research was conducted. This study does not aim to test hypotheses, but only describes what it is about a variable, symptom or condition related to itregarding the quality of services in efforts to protect and overcome acts of violence against women and children at the Lahilote Empowerment Women and Children Integrated Service Center, Gorontalo City.

4. Choice of approachdescriptive qualitativeit refers to opinionZaluchu (2021:256) because it uses more theoretical analysis in the form of state of arts in its discussion and there are researchers' efforts to build conceptual constructions for their research topics. The final point to be achieved is the theoretical construct or conclusion that the researcher builds from the theories involved in the discussion. Exposure of this quantitative method is done descriptively. As for the research methoddescriptive qualitative, generally describing the results of the research and its variables (Zaluchu, 2020; Neuman, 2016).

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