

Full Length Research Paper

Effectiveness of Public Service on Joint Office Administration System One of the Roof in Kupang City

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Abstract

The Effectiveness is a good and proper work process in accordance with the rules, procedure s and time, the city of Kupang newly developed, requiring motor vehicle facilities to support work activities, the more population, the more the number of motor vehicles needed, the need for a traffic arrangement good model and good vehicle administration services to the community in accordance with the type of vehicle owned. A public service process expected from government to society can give the satisfaction of society; good employee performance can be seen from perception of society to service given from the Joint Office Administration System One of the Roof in Kupang City as public institution with service facility provided by government to give service to society. The research method used is descriptive qualitative research method with the aim to know deeply how the government provide and give public service to society, the best service is service that fulfil what is promised or wanted and needed by society from government, the results show that, Public service is a very important element in the task of government, the community as the recipient and the service users increasingly and growing, increasing their daily activities, according to the interests and needs of life and their understanding of the process and service model. Increasingly complex developments will require a diversity of public service needs and expect to get good, fast and precise services. Conclusion: The Joint Office of Administration System One of the Roof Kupang City as a public institution, has endeavored to provide motor vehicle administration services to all owners for use as per the requirements and rules that have been set.

Keywords: Effectiveness, Public Service and Society.

INTRODUCTION

Background Problem

Kupang City as the capital of East Nusa Tenggara Province is located at a strategic place and has appealed for other residents who are outside. The existence of various educational institutions of public and private universities is a driving factor for high school

graduates outside the city to continue education in the Kupang city. The growing of Kupang city requires motor vehicle facilities to support community and government activities in support of work effectiveness, in addition to the growing population in following with the increase of motor vehicles, therefore need a good traffic arrangement and service model in the field of vehicle administration.

Therefore, it is necessary to service the services in accordance with the wishes and expectations of society, community satisfaction is one factor used by a government agency in providing the best service. Apparently there are still public complaints against the service process such as:

- 1). Procedure still unclear.
- 2). Supporting services facilities are still limited.
- 3). Employees as the main steward is still limited.

The expected service process can result in better community satisfaction and performance needs to be analyzed to determine the level of achievement of effective government services. Public service is a very important element in the system of government, now society is increasing and growing. Increasingly complex developments make people demand the diversity of public service needs and expect to get good service, fast and precise. Because the government's goal of providing public services to the public, the best service is the service that fulfills what is promised or what the government wants and needs of the government, the best service will bring positive implications for public satisfaction of government services. To achieve the objectives of public services must include some elements:

First: There is clarity between the rights and obligations of the giver and the recipient of the service.

Second: Public service arrangements tailored to the conditions of community needs and capabilities.

Third: The quality and results of the services provide security, comfort, fluency and legal certainty.

Fourth: If public services are perceived as too expensive, there must be an opportunity for the community to organize their own service model.

According to the Law of the Republic of Indonesia Number 25 Year 2009 on Public Service, to improve the quality and ensure the provision of public services in accordance with the general principles of government and corporate good and to provide protection for every citizen and citizen of abuse of authority in the provision of public services. The scope of public service, according to the public service law covers the service of public goods and public services as well as the administrative services regulated in the legislation. Public services are published to build public trust over public services by state operators to keep pace with the expectations and demands of all citizens, in addition, as an effort to reinforce the rights and obligations of every

citizen and the realization of the responsibility of state organizers in organizing public services.

Public Service according to Decree of State, Minister of Administrative Reform State Number 81 Year 1993 About Guidelines for Public Service Management, all forms of public services carried out by central government agencies, regions and environment of state-owned or regional enterprises in the form of goods or services, both in the context of efforts to meet the needs of the community and in the implementation of the provisions of legislation. Sukmaningsih (1997), a good indicator of public service is:

- 1). Openness means service information which includes instructions socialization; suggestions and criticism can be seen and accessed by the public.
- 2). Simplicity means the existence of procedures and terms of service clear and simple.
- 3). Fairness means existence of service treatment equation.
- 4). Security and convenience means the results of the product of the service meet the quality of engineering (safe) arrangement of the room and the environment office, feel functionally clean and comfortable.
- 5). Behavior of service officer means an officer must be concerned to care as well as choosing discipline and ability in providing services other than it was the waiter clerk to be friendly and polite.

Effectiveness of public services can be applied in various organizations such as institutions or institutions, business entities, foundations, government, in providing services of a prime or high value. So the public service must have a high value where the size can be shown. Thus the effectiveness of the service can achieve the goal appropriately, the activeness of usefulness, the suitability in an activity of people who perform tasks with the intended target to achieve results. Providing services to the community is one of the wishes expected by society to achieve satisfaction in service. Because all this time, the people feel that the service in the Joint Office Administration System One of the Roof of Kupang City has not been effective in serving, so that the society is not satisfied with the management of the Certificate of Motor Vehicle Number and Own Book of Motor Vehicle.

Therefore, to improve the effectiveness of the service it can be pursued by reforming the bureaucracy by creating a clear administrative system which begins with the separation between the bureaucratic authority and the implementation of the field because during this time the politicization conducted by Top Bureaucracy to

Street Level Bureaucracy resulting in bureaucracy becomes not neutral and multi-interest in carrying out the task, then with this separation is considered necessary and important to reduce it and second dissemination of information becomes the keyword of the government then from there it will be obvious that information monopolized by the bureaucratic regime. This is done to maintain the structural relationship between bureaucracy and society. Poor performance of public services not only affect the community, but on development because the value of Indonesia's investment one of them caused by the low effectiveness of public services. Characteristics of a public service should have the elements of service that is expected by the community, namely:

- 1). **Simplicity:** Public services should be easy, fast, smooth and not convoluted, easy to understand and easy to implement.
- 2). **Clarity and certainty:** Service procedures, service unit requirements and responsible officials and obligations of officers and customers and officials handling complaints.
- 3). Security of the process and result of service must be safe and comfortable and give legal certainty.
- 4). **Openness:** Everything about ministry must be publicly expressed to the community in asking or not to be asked.
- 5). **Efficient:** No duplication of requirements required by multiple services at once.

Milakovich, (1995:11) to alert the public administration, whether the framework model for managing services has met the expectations of society. The reality of the existing framework model has been complained of by the community; the framework model is a guide for government officials to transform inputs into outputs and in the process will employ specific work processes. The Terms of Service Effectiveness model used by Stoner (1982:6) emphasizes the importance of organizational effectiveness in achieving organizational goals and effectiveness is the key to an organization's success. Georgopoulos and Tannembaum in Steers (1985:60), argue that the effectiveness of service is the degree to which an organization is a social system with all available facilities resources fulfilling objectives without waste and avoiding unnecessary tension among its members.

Sharman (1982:9), the effectiveness of the service of a criterion or measure can be judged by the productivity of the organization or output, organizational flexibility and form of success in conforming and in changes within and outside the organization, and from the presence or absence of tension within the organization or constraints conflict between parts of the organization.

Dwiyanto *et al.*, (2008:76), service effectiveness is the inverse comparison between inputs and service output in an idea, service will be efficient if service bureaucracy can provide inputs such as cost and time, services that lighten the community of service users. Similarly, the output side of the bureaucratic service should ideally be able to provide quality service, products, especially from cost and service aspects.

In the service of motor vehicle administration, for taxpayers receiving services from the Joint Office Administration System One of the Roof, officers, servants / officers do not reflect the results of the correction and complaints of the community but are the result of creativity on the basis of proactive government service management of various public needs. The government apparatus should be able to encourage community activities in various dimensions of development that are increasing in a better direction, for public service must be managed by the state apparatus in the form of politic bureaucracy, effectiveness qualifications that are special / special and encouraging the creation of broader coordination of effectiveness and efficiency to become the center of excellence of public services.

Servant satisfaction in providing services should refer to the main purpose of the service is the satisfaction of society. According to the Kupang people's perception, public services are still considered far from public expectations, given that bureaucrats in formulating service policy strategies and in placing public servants are not yet in accordance with their education and expertise and the division of labor has not been appropriate.

Formulation of the problem

Based on the above background, the researcher formulates the research problem as follows:

- 1). How is the Effectiveness of Public Service at Joint Office Administration System One of the Roof of Kupang City?
- 2). What is the Public Service Model of Motor Vehicle Administration of the Joint Office Administration System One of the Roof of Kupang City?

Research purposes

Based on the formulation of the above problem, this study aims to:

- 1). Knowing the Effectiveness of Public Service at the Joint Office Administration System One of the Roof of Kupang City.
- 2). Knowing the Public Service Models of Motor Vehicle Administration at the Joint Office Administration System One of the Roof of Kupang City.

Benefits of research

1). Theoretical Benefits

As a contribution of thought to broaden the horizon and the study of science of public administration in establishing public service policy to increase public trust in government as public service providers.

2). Practical Benefits

As a reference for the Joint Office Administration System One of the Roof of Kupang City, in improving the effectiveness of good and correct Joint Office Administration System One of the Roof, service through the improvement of Human Resources in accordance with the duties and responsibilities as public servants.

2. REVIEW OF LITERATURE

Theory of Public Service

Basically every human needs service, it can even be said that the service cannot be separated from human life. The services provided should be in accordance with their needs. Public services are a series of activities undertaken by the public bureaucracy to meet the needs of the users. The users or customers referred to here are citizens who need public services, such as in the manufacture of land titles, Motor Vehicle Registration Number (MVRN), Development Permit Building (DPB) and so on, Dwiyanto, (2005:141-145).

Service

Service is a form of service activities undertaken by government agencies both at central, regional, state-owned and locally owned enterprises in the form of goods or services in order to meet the needs of society

in accordance with applicable legislation (Decision Minister of Administration Reform No. 81 of 1993). In connection with the ministry there are two terms that need to be known namely service and serving. Understanding the service is an effort to serve the needs of others while Understanding serving is to help prepare (take care) what one needs (Dictionary of Indonesian Language 1995).

Kurniawan (2005), service is the provision of services either by the government of a private party on behalf of the government or private parties to the public with or without payment in order to meet the needs and interests of the community. Lukman (2004), in Sagita (2010), service is an activity or sequence of activities that occurs in direct interaction or someone with another person or machine physically and provides customer satisfaction.

Batinggi (2005), public service was born because of public interest in public service is not an objective, but a process to achieve certain target which consists of four factors:

- 1). Systems, procedures and methods.
- 2). Personal especially emphasized on apparatus behavior.
- 3). Facilities and infrastructure.
- 4). Society as a customer.

Based on the above definition can be stated that basically service is an activity undertaken by a person or a group in meeting the needs of others, in accordance with their interests, can provide satisfaction to those who receive services.

Forms of Public Service

Implementation of public services in accordance with the form and nature, according to Decision Minister of Administrative Reform number 63 of 2003 About the General guidelines for the implementation of public services. There are four patterns of service are:

- 1). The pattern of functional service is the pattern of public services provided by the implementation of services in accordance with the duties, functions and authority.
- 2). The centralized service pattern is the pattern of services provided solely by the relevant service providers concerned.
- 3). Integrated service pattern which is divided into two parts of service pattern that is:
 - a). One stop roof service pattern: One stop integrated

service pattern is held in one place covering various types of services that have no process link and served through several doors to the type of service that is close to the community does not need in one set.

b). One-door integrated service pattern: Held in one place that has linkage process and served through one door.

4. Service pattern of task force that is pattern of public service individually or in form of task force placed at service delivery institution and certain service delivery location.

Factors Supporting Public Services

Public services basically satisfy the needs of society provided by the government, therefore the government in providing the best service to the public, can be done by:

- 1). Increase in the management of interests.
- 2). Get service reasonably.
- 3). Getting the same treatment without favoritism.
- 4). Obtain fair and honest treatment, Moenir (2006: 47).

A satisfactory service can have a positive impact on society, so the positive impacts are:

- 1). The public appreciates the employee corps.
- 2). The community is obedient to the rules of service.
- 3). The public will be proud of the employee corps.
- 4). Enthusiasm of business in society.
- 5). Having improvement and development in the society towards the soon the achievement of a just and prosperous society based on Pancasila, Moenir (2006: 47).

Good service, can give the satisfaction of society, hence the impact of public satisfaction can be seen at:

- 1). Masyarakat very appreciate to the employee corps that served in the field of public services. They do not underestimate and jeer the corps and neither does it arbitrarily.
- 2). The community encouraged to obey the rules with full awareness without prejudice, so that eventually can form a control system self that will be very effective in governance and order state.
- 3). There is a sense of pride in the community for the work of the employee corps in the field public services, although on the other hand, there is a feeling of movement space narrowed down because it can no longer play with people.

4). Unusual delays can be avoided and dispensed. Instead, it will be able to grow the acceleration of activity in communities in all areas of economic, social and cultural activities.

5). Having smooth in the field of public services, businesses and initiatives society have increased, which has an increasing impact as well ideological, political, social and cultural development society towards the achievement of a just and prosperous society is based Pancasila, Moenir (2006: 45).

Public services provided by the government (public bureaucracy) can be responsive and accountable, State Administration Institution (1998), proposed several patterns of service, among others, as follows:

- a). The Pattern functional service that is the pattern of public services provided by a government agency in accordance with the duties, functions, and authority.
- b). The pattern of one-door service is the pattern of public services provided singly by one government agency based on delegation authority from other relevant government agencies.
- c). The pattern of one roof service is the pattern of public services performed integrated in one place by several government agencies concerned according to their respective authorities.
- d). The Pattern centralized service that is the pattern of public services carried out by a government agency acting as coordinator of the services of other relevant government agencies with the field of public services concerned.

Standards of Public Service

Standard of public service set by the Decision Minister of Administrative Reform Number 63 of 2003 includes several things:

- a). Procedures, which include fixed procedure variables or Standards Operational Service (SOP) openly, consistency of implementation procedures and level of ease and smooth service.
- b). Disclosure of service information, especially information disclosure regarding procedures, terms and costs of service can be clearly known by the community, the availability of information media including the officers handle it to support the smooth service.
- c). Certainty implementation of the service, which includes implementation time and costs, including consistency of implementation.
- d). Quality product service is the quality of service

includes aspects of work methods his service, whether fast / precise, what is his work good / neat / correct / feasible.

e). Professionalism of officers is the level of skilled work skills officers about behavior and discipline in providing services, whether there is a policy to motivate the morale of the officers.

f). Orderly administrative management and service management is how activities of recording administrative services, the management of what files done well/orderly, the motto of work, and whether the division of tasks well implemented and encouraging local policies motivation morale of the officers.

g). Means and service facilities, namely the existence of facilities and service facilities in accordance with its function. The means, not only seen from the aspect, appearance only, but how far the function and usefulness of facilities / facilities in supporting ease, smooth process service and provide convenience to service users Other achievements that can lead to improved service performance, which provide benefits for the community.

Public Service Group

Decree of the Minister of State Apparatus Empowerment Number 63 of 2003 on General Guidelines for the implementation of public services, classifying three types of services from government agencies and State Owned Enterprises region / State Owned Enterprises Public based on the characteristics and the nature of activities and product services produced are:

1). The type of administrative service is the type of service provided by service units in the form of recording, research, decision making, documentation and other administrative activities as a whole produce final products in the form of documents, such as certificates, permits, recommendation, description and others. For example the type of service certificate land, building permit development, administrative services residence (identity card, birth certificate, marriage certificate), Letter of Motor Vehicle Registration Number.

2). The type of goods/service is the service provided by the service unit in the form of activities by providing and or processing physical material, including distribution and delivery to consumers directly (as a unit or individually) in a system. Overall such activities produce the final product of tangible objects (tangible physical) or that are considered objects that add value in a

manner directly to its users. For example, type of electricity service, water service, clean, and phone service.

3). Type of service is the type of service provided by the unit services in the form of facilities and infrastructure and its supporting, operation based on a particular operating system and certainly. The end product is a service that brings benefits to the recipient is directed and used up within a period of time certain. For example the service of land, sea and air transport, health care service, banking services, Motor Vehicle Registration Number services, postal services and fire service.

Concept of Effectiveness of Public Service

Sondang in Othenk (2001:24), effectiveness is the utilization of resources, facilities and infrastructure in a certain amount, consciously set before to produce a number of goods and service activities undertaken. Effectiveness shows success in terms of achievement is not a predetermined target, if the results of activities closer to the target mean the higher the effectiveness.

Abdulrahman in Othenk (2003: 92), effectiveness is the utilization of resources, targets and infrastructure in a certain amount, consciously set before to produce a number of jobs on time. Aspects of effectiveness in Muasaroh's opinion (2010):

- 1). The tasks and functions of the institution are said to be effective if carry out its duties and functions.
- 2). Aspek plan and program that is if the whole plan can be implemented then the program can be said to be effective.
- 3). Aspek provisions and regulations that the effectiveness of a program can also see from the function of rules made in order to keep going process activities.
- 4). Ideal goal or ideal condition is a program of effectiveness from an angle results if the goals and ideal conditions of the program can be achieved.

Effectiveness has 3 levels by David J.Lawles in Gibson, Ivancevich and Donhely (1997: 25-26), among others:

- 1). Individual effectiveness is based on a view of the individual determine on the work, employees or members of the organization.
- 2). Group effectiveness in individual reality work with each other, group, meaning the amount of contributions from all members of his group.
- 3). The effectiveness of the organization consists of

individual effectiveness and effectiveness group, through the influence of synergy, organization and get results works higher than the number of works each part.

Sumaryadi (2005:105), Effectiveness is how well the work done, how far a person produces output in accordance with the expected. Sharman in Tangkilisan (2005: 64) provides criteria or measures of organizational effectiveness regarding internal organizational factors or external factors of the organization, among others:

- 1). Productive organization or output.
- 2). Effectiveness of the organization in the form of successful adjusting to changes inside and outside the organization.
- 3). There is no tension within the organization or constraints of conflict among the parts of the organization.

From some opinions above on effectiveness, it can be concluded that the effectiveness is a measure that shows how far the target of a job can be done according to the time specified according to the process.

Measures of the Effectiveness of Public Service

Measuring organizational effectiveness is not a very simple thing, because effectiveness can be studied from different perspectives and depends on who judges and interprets it. When viewed from the point of productivity, then a production manager provides an understanding that the effectiveness means the quality and quantity (output) of goods and services. As for criteria or measures concerning the achievement of effective goals or not, as Siagian (1978:77) puts it:

- 1). Clarity of objectives to be achieved, it is intended that employees in the implementation of tasks to achieve targeted objectives and organizational goals can be achieved.
- 2). Clarity of strategy achievement of goals, it is known that the strategy is "on the road" that followed in making various efforts in achieving the goals set so that the implements do not get lost in achieving organizational goals.
- 3). The process of analysis and formulation of a stable policy, related to the objectives to be achieved and strategies that have been defined means that the policy should be able to bridge the goals with the efforts of

operational activities.

- 4). Careful planning, in essence, means deciding now what the organization is doing in the future.
- 5). Preparation of the right program with a good plan still needs to be spelled out in the right implementation programs because otherwise the implements will lack the guidelines for action and work.
- 6). Availability of facilities and infrastructure, one indicator of organizational effectiveness is the ability to work productively. With facilities and infrastructure available and may be provided by the organization.
- 7). Effective and efficient implementation, however good a program if not implemented effectively and efficiently then the organization will not reach its target, because with the implementation of the organization getting closer to its purpose.
- 8). A system of supervision and control that is educational given the imperfect nature of human, hence the effectiveness of the organization requires the existence of a system of supervision and control.

As for criteria to measure the effectiveness of an organization there are three approaches that can be used, as proposed by Martani and Lubis (1987: 55), namely:

- 1). Resource approach (resource approach), is measure the effectiveness of the input. The approach prioritizes the success of the organization to obtain resources, physical and non- physical in accordance with the needs of the organization.
- 2). The process approach, is to see the extent of the effectiveness of program implementation of all internal process activities or organizational mechanisms
- 3). A goal approach, where the focus is on output, measures organizational success to achieve the outcomes according to plan.

Gibson mentioned that the measure of organizational effectiveness, as follows:

- 1). Production is an organizational ability to produce quantity and quality of output according to the demand of environment.
- 2). Efficiency is the ratio (ratio) between output and input.
- 3). Satisfaction is a measure to show the degree to which the organization can meet the needs of the community.
- 4). Excellence is the level at which the organization can and truly responds to internal and external changes.
- 5). Development is a measure of the ability of the

organization to increase its capacity in facing the demands of society, Gibson (1996: 34)

In relation to the above matters, the measure of organizational effectiveness is a standard for the fulfillment of the goals and objectives to be achieved and to indicate to what extent the organization, program / activity performs its functions optimally. Steers, mentioned several measures rather than effectiveness, namely:

- 1). Quality means quality produced by the organization.
- 2). Productivity means the quantity of services produced.
- 3). Preparedness is a thorough assessment of the possibility of completing a specific task well.
- 4). Efficiency is a comparison of some aspects of achievement to the cost to produce such achievement.
- 5). Income is the amount of resources remaining after all costs and obligations are met.
- 6). Growth is a comparison of the existence of the present and the past.
- 7). Stability ie maintenance of structure, function and resources over time.
- 8). Accidents are frequencies in terms of repairs that result in time losses.
- 9). Morale is the feeling of being bound in terms of achieving the goal, which involves additional effort, togetherness goals and feelings of belonging.
- 10). Motivation means the power that appears from each individual to achieve goals.
- 11). Cohesiveness is the fact that members of the organization like each other, meaning cooperating well, communicating and coordinating.
- 12). Adapted Dexterity means the existence of a new stimulus to change its standard operating procedure, which aims to prevent the control of environmental stimuli, Steers 1985: 46-48).

In connection with the above, then things that affect the effectiveness is the size, level of difficulty, satisfaction, results and speed as well as individuals or organizations in implementing an activity / program,

RESEARCH METHODS

Research methods

The research method used is Qualitative Descriptive. Nasir (1988) describes Descriptive Qualitative research method as a research method to create a picture of the

situation or event.

Place of Research

The location of this research is the Joint Office Administration System One of the Roof of Kupang City, as a public institution that has the main duty and function of providing public services to the public associated with the administration of motor vehicles.

Research Instruments

Which became the main instrument is the researchers themselves, supported by observation, interview guide, documentation, facilities and infrastructure used to conduct research.

Primary Data

Primary data is data compiled directly by the researcher, from the observation of the social situation and from the first hand, through the interview process, with the Joint Office Administration System One of the Roof, Coordinator, Staff and Society.

Data collection technique

Data collection techniques in this research are:

Observation Technique:

Methods of observation, the researcher conducted a systematic direct observation and recording of symptoms or phenomena under investigation. Usually a researcher is assisted by an instrument of observation guide. An observation in qualitative research, better done directly, this is done to maintain the originality and accuracy of data obtained in the field. This method of observation can also be done by a researcher by preparing a set of research instruments, known as "Check list Observation" The data collected will usually generate numbers, which then can presented. Those who provide information through this observation are called informants. Mukhtar (2013: 100).

Interview Technique

Techniques through interviews are techniques of obtaining information directly through the request for information to the first party who is considered to provide information or answers to questions conducted through interviews.

Interviews are conversations with a specific intention, conversations made by two parties, the interviewer asking the question and the interviewee providing answers to the questions. Moleong (2009: 186).

Data Analysis Technique

In this research, the researcher uses data analysis model from Miles and Huberman (1990), that is data analysis model or flow. From the data collected from the verified research results interpreted in accordance with the problems that are purchased, so that it contains a scientific meaning.

RESEARCH AND DISCUSSION RESULT

Effectiveness of Public Service in the Joint Office Administration System One of the Roof of Kupang City

As a public institution, based on duties, functions and responsibilities as public service providers have carried out their activities to serve the needs of the government and the public in the field of motor vehicle administration. Coordinator of Joint Office Administration System One of the Roof, with the head of the unit as the first line supervisor in the field to carry out the orientation from the top of the leadership in order to achieve the purpose of service, good cooperation with all the leaders of the unit, to facilitate to overcome the complaints of the community, to guide all unit leaders and subordinates to work according to the procedure because the work is a shared responsibility, establishing intelligent, healthy and creative unit managers in thinking and easily understanding their duties and responsibilities, establishing operational standards, reward and punishment, establishing a quality control team, setting up monitoring schedules and visiting each service unit to pay attention direct service process, setting an example for unit and staff leaders, to become role models, encouraging high morale to achieve an effective service process.

For the sake of the public and government as the organizer of public service, we do various efforts to reach the government goal in order to realize the life of a just and prosperous society, but because the process of life and the needs of following the development of science and technology continues to grow, increased, the service process also evolves in accordance with the demands and needs of society causing the

ineffectiveness of services according to public expectations. The staff said that, we work according to the instructions of the leaders, according to the rules of service procedures, work together to complement each other's shortcomings, motivate each other, work with full responsibility for the work done, always get attention from the leadership for the difficulties we face in the process service, so we provide good service, won the trust of the community,. However, seen from the reality of people's lives by following the development of science and technology, the demands of society to get service very fast and accurate, considering us as the main steward based on experience in the process of service, always propose to the leadership to get attention

Problems in the process of servicing by staff as public servants, human resources are still limited, support facilities are still limited, education and training programs are needed to improve the skills and skills of employees in responding to the demands of services by people who want a simple, transparent, because the community as the main supporter of the national development process for the security and progress of the nation and the State.

Some people have given the assessment that: We received services from the Joint Office Administration System One of the Roof, as a public institution in providing services to motor vehicle taxpayers less quickly, we do not look at the service system, but pay more attention to the process of getting services, because we see administrative services in the Joint Office Administration System One of the Roof, running but not yet effective and efficient, the service need to be supported with the attention of leadership, the leader need to give attention to subordinate, give motivation and good orientation so that they work with high spirit to reach service effectively , because subordinate as main executor face to face with society vehicle owner motorized

Public Service Models of Motor Vehicle Administration at the Joint Office Administration System One of the Roof of Kupang City

Service model in accordance with the main duties, functions and responsibilities of each unit, as the providers of public services in the field of motor vehicle letters administration, services in public institutions are said to be effective, viewed from the institution perform its functions, output generated, community response, communities serve each other to support good government systems, development of sustainable

development for the welfare of the people, prosperous communities of powerful countries, service providers need improvement of skills and ability to increase service effectiveness

Coordinator of Joint Office Administration System One of the Roof said: the process of service changes continuously according to the development of community life, causing difficulties to reach the level of effectiveness of service because, after the fulfillment of one service need will emerge another needs in tune with the efforts of the community in improving the level of life in the field of transportation needs to support daily activities.

It can be interpreted that, with the Coordinator's efforts to work well with Unit Heads and subordinates, as a concrete manifestation, the model of one-stop administrative services in the Joint Office Administration System One of the Roof goes according to the duties and responsibilities of each service unit, so that people can easily get service.

Some people in the community gave an assessment that in order to obtain services in the Joint Office Administration System One of the Roof Kupang City it was necessary to fulfill the requirements which were determined but still influenced by other factors such as inaccuracy of attendant attendance at the service counter, causing delay in service process, public service in the Joint Office Administration System One of the Roof, still not responding to community demands will be fast and precise service.

Researchers interpret that public servants also provide services not in accordance with procedures, requirements, costs, time available, normally good service, discipline, polite, communicative adaptive in accordance with the habits of society.

Therefore the Joint Office Administration System One of the Roof has not functioned effectively to provide services to the public taxpayers for the interests of vehicles and public needs in the field of motor vehicle administration, although there are still shortcomings, but the process of ineffective service seen from the work of the institution has not reached the goal as a public service providers.

Furthermore, Joint Office Administration System One of the Roof as a public institution has tried to provide services to the public related to the administration of motor vehicles, the process of service according to the community is slow despite fulfilled criteria, the purpose of public service is to complement the shortcomings in the interests of the people and government to ensure security in its use, remains a public need of the government as a public servant.

CONCLUSION

Based on the formulation of problems and objectives to be achieved it can be concluded that:

1). Public service at the Joint Office Administration System One of the Roof of Kupang City has reached the level of service effectiveness, because the efforts made by the coordinator of the Joint Office Administration System One of the Roof, is to influence the staffs to work as public servants with task orientation to meet the needs of the community in the field of motor vehicle administration.

2). Public service model at the Joint Office Administration System One of the Roof of Kupang City has reached the effectiveness of service, because service can be done by public servant come in the middle of society.

SUGGESTION

1). To the coordinator of the Joint Office Administration System One of the Roof, in order to use the existing capability and authority to provide services in accordance with the orientation of duties as a public servant according to the system and the pattern of office services together with the specified to Joint Office Administration System One of the Roof to meet the needs of the community in the field of motor vehicle administration.

2). To the public owners of motor vehicles in order to comply with the rules of ownership of motor vehicles according to the type of vehicle available to ensure the legality of ownership so as to ensure security in carrying out the activities of the day to meet the needs of life for welfare.

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